

 HAWKE'S BAY District Health Board Whakawhaita	POSITION TITLE	Manager, Secretarial Services		
	DIRECTORATE	Operations	DEPARTMENT	Administration
	REPORTING TO: (Operationally)	Manager, Administration Service	REPORTING TO: (professionally)	Manager, Administration Service
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the secretarial and transcription services across the Hawke's Bay District Health Board. Staff reporting: Direct = 35			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> ▪ To provide leadership and direction to the Secretarial and Transcription teams, working across the HBDHB. ▪ To ensure and prioritise a focus on patient safety and quality of care relating to administration processes (typing, filing, data capture) within the administration service. ▪ To operationally and strategically support the ongoing development of Administration services across the HBDHB ▪ To ensure the delivery of Organisational KPI's including relevant MOH targets, financial budgets and service plans, in line with the Hawkes Bay Health Sector Vision. ▪ Is actively involved with project management and will lead selected service improvement activities as delegated by the respective management leaders. ▪ To recognise and support the delivery of the Hawke's Bay DHB values and behaviours. 			
KEY DELIVERABLES	<p>Leadership and Direction</p> <ul style="list-style-type: none"> ▪ Build a supportive team environment through listening and being flexible within organisation guidelines. ▪ Leads and encourages staff to continually improve service delivery. ▪ Work with Service Directors to ensure the Secretarial service is adequately supporting service needs. ▪ Effectively delegating activities (taking into account the individual's knowledge/experience level) and monitoring their implementation. ▪ Utilises expert knowledge and skills to assist staff working with complex issues. ▪ Establishing standards of practice/protocols/policies and clear expectations of staff. ▪ Communicating all organisation strategies and initiatives to staff, ensuring details are understood and incorporated into day-to-day activities. ▪ Participating and co-ordinating a team approach to new service development initiatives. ▪ Investigating service incidents and complaints and taking the appropriate remedial action and making recommendations to avoid repetition. ▪ Ensuring that the appropriate levels and standards of customer service are delivered. <p>Business Management</p> <ul style="list-style-type: none"> ▪ Responsible for overall operational management of the secretarial and transcription teams and management of associated resources ensuring the service aligns with organisational strategic direction. ▪ Continuously streamlining, monitoring and maintaining operational processes. ▪ Responsible for contributing to the development of the annual service plan and monitoring performance. ▪ Taking a leadership role in financial planning. ▪ Responsible for unit budget, and for corrective actions. ▪ Responsibility for communication to management and teams regarding financial issues and risks facing the service. ▪ Monitoring expenditure and accounting for variances in conjunction with the Administration Manager. ▪ Establishing a leave management plan for all secretarial staff. <p>Workforce Development</p> <ul style="list-style-type: none"> ▪ Providing appropriate input into budget planning and decision making for the secretarial team. ▪ Participating in the recruitment and selection of staff, contributing to their orientation as necessary. ▪ Maintain and use typing test papers with recruitment of staff. ▪ Leading and participating in team building. ▪ Co-ordinating performance management of staff. ▪ Assisting and supporting staff to identify and attend relevant educational and professional development activities. ▪ Assisting and supporting services with recruitment and PDR processes for administration staff outside of the Administration Service. Ensure test typing papers are used at the time of interview. ▪ Staff performance development plans are aligned with the appropriate service. 			

<p>KEY DELIVERABLES</p>	<ul style="list-style-type: none"> ▪ Responsible for the development, facilitation, implementation and evaluation of team education. ▪ Takes a leadership role in projects and working parties to address organisation wide issues that affect the secretarial team. ▪ Responsible for HR management including recruitment, performance management, learning and development and succession planning. ▪ Responsible for safe rostering practices for the secretarial team, ensuring appropriate utilisation of resources for patient care delivery. <p>Project work</p> <ul style="list-style-type: none"> ▪ To participate in project work as requested. ▪ Actively assimilate information for new developments and innovations in the department. <p>Collection and Co-ordination of Accurate Information</p> <ul style="list-style-type: none"> ▪ Accurate information is captured within the appropriate systems to support a reporting framework for production of statistical reports. ▪ Accurate information is reported to appropriate recipients within the expected timeframes. ▪ Data analysis, Audit of processes and information collection as appropriate and reported upon. ▪ Statistical returns are compiled and completed ▪ ECA identified, corrected with staff ▪ Ensure training and process improvement minimise unnecessary errors. ▪ Ensure clinical documents from other DHBs are saved into the ClinicalDoc electronic folder to be accessible via ECA. <p>Management of Health Records</p> <ul style="list-style-type: none"> ▪ Ensure all letters, reports and other documentation are filed correctly into the patient’s electronic health records. <p>Secretarial Staff Support</p> <ul style="list-style-type: none"> ▪ Ensure use of Winscribe for medical typing. ▪ Monitoring of winscribe to ensure typing is kept to a 5 working day turnaround time. ▪ Allocate typing to staff when necessary. ▪ Common use of systems – standardisation – data quality management ▪ Customer service approach / Engaging effectively with Maori ▪ Ongoing training and documentation of processes with updates to training guide and procedure manual. Updating of “Desk Files” to be aligned with current best practice. ▪ Dedicated medical typist to assist with clinical typing when workloads are large and turnaround times are beyond 5 working days. ▪ Manage cover for secretarial and typing staff within the secretarial team. <p>HBDHB Winscribe Administrator</p> <ul style="list-style-type: none"> ▪ Ensure ongoing monitoring of winscribe system. ▪ Set up new authors and typists. ▪ Ensure all upgrades are introduced and communicated out to the team. ▪ All alarms (Medium to High) are notified to Helpdesk. <p>Electornic Clinical Document Folder</p> <ul style="list-style-type: none"> ▪ Monitor and audit the folders and sub folders within the specialities of the Clinical Document Folder. ▪ Ensure that documents sitting in draft folders are chased up and processed/moved to be able to be viewed in ECA/posted out to patient’s GP. ▪ New folders are communicated to IT. ▪ Ensure any upgrades are communicated out to the secretarial team.
<p>HEALTH & SAFETY RESPONSIBILITIES</p>	<p>HBDHB is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> • Not to do anything that puts your own H&S at risk • Not to do anything that puts others H&S at risk • To follow all health and safety policies and procedures • To follow all reasonable health and safety instructions <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>

KEY WORKING RELATIONSHIPS	INTERNAL <ul style="list-style-type: none"> ▪ Administration Manager ▪ Administration Managers and Team Leads ▪ Service Directors ▪ Heads of Departments ▪ Senior medical staff ▪ Clinical staff ▪ Resident medical officers ▪ Administration staff ▪ Health Service Support services ▪ Other departments within HBDHB 	EXTERNAL <ul style="list-style-type: none"> ▪ Patients and their family/whanau ▪ Health providers outside HBDHB ▪ Primary Health Providers ▪ General Practitioners ▪ General Public ▪ Groups in other DHBs
DELEGATION AND DECISION	<ul style="list-style-type: none"> ▪ Must drive Winscribe advancement to support efficient operation of Secretarial and Typing Teams. ▪ Maintaining adequate and safe staffing ▪ Managing productivity ▪ Building and maintaining positive relationships ▪ Team building across the team. ▪ Managing within budget constraints ▪ Pay approvals ▪ Training approvals ▪ FMIS approvals ▪ Delegated authority to manage day to day activities within secretarial and typing services ▪ Recruitment and retention of staff ▪ Performance management of direct reports ▪ Projects ▪ Data quality ▪ Professional support for all secretarial/typing support staff within Health Services ▪ Professional support for Health Services management teams. ▪ Performance management/KPI outputs of teams ▪ Staff education – Winscribe system ▪ Provision of relief cover for typing and secretarial staff. 	
HOURS OF WORK	80 per fortnight	
EMPLOYMENT AGREEMENT & SALARY	In accordance with the Individual Employment Agreement, according to qualifications and experience, pro rata for hours worked.	
DATE	February 2020	
EXPENDITURE & BUDGET ACCOUNTABILITY	Has direct responsibility and accountability for operational budget management, contractual compliance and staff recruitment and patient flow to ensure resources are used effectively to manage organisational risk.	
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> ▪ Comprehensive understanding of IT technology and computer programmes and processes associated with the Secretarial team. ▪ Comprehensive understanding of high level clerical and administration principles. ▪ Excellence communication skills, ability to communicate at all levels. ▪ Can be relied upon to effectively manage highly confidential issues. ▪ Self motivated, innovative, flexible and able to work autonomously or as part of a team. ▪ Ability to plan and co-ordinate tasks ensuring optimum use of time and resources. ▪ Will be responsive to ad-hoc requests and is adaptable to the changing needs of the organisation. ▪ Clear focus on all areas of a task and able to show consistently strong attention to detail. ▪ Must be able to multi-task and have the ability to remain calm under pressure. ▪ Must be proactive and able to forward plan. ▪ Ability to demonstrate excellent organisational skills. ▪ Supports team with limited resources to deliver a superior service ▪ Effectively managing own time and helps manager prioritise team workload to ensure work is completed within the agreed time. 	

ESSENTIAL CRITERIA

Qualifications

- Certificate in administration NZQA level 4 or similar
- Study/ courses in leadership/management

Experience

- Significant recent experience in managing a team (7-10 years)
- Significant experience and understanding of secretarial or transcription roles.
- Significant experience in the use of transcription technology.

Leadership Competencies

- A focus on delivering exceptional customer service and delivering results..
- Work in partnership with peers.
- Value people and their contributions and respect their differences.
- Models own personal commitment to business changes and continual improvement.
- Adapt processes in response to changing objectives and organisational needs.
- Use technology – Microsoft Office products – Word, PowerPoint, Excel etc. and other health related databases.
- Use technology to improve the transcription operations and customer service.
- Demonstrate the ability to manage self through excellent prioritising, planning and organisational skills.
- Demonstrates clear, concise and effective interpersonal communication skills in both written and verbal.
- Demonstrate ability to make considered decisions and take action on matters.

Business/Technical Skills

- An understanding of computer technology principles
- An understanding of business and financial principles
- Demonstrates an understanding of continuous quality improvement

Key Attributes

- Effective communication skills
- Positive attitude with problem solving focus
- Excellent computer/keyboard skills
- Dictaphone experience.
- Knowledge of medical terminology

Effectively Engaging with Māori

- Demonstrates the ability to engage effectively with Māori staff and patients.
- Demonstrates ability to apply the Treaty of Waitangi within the Service.
- Shows commitment to, and demonstrates the behaviours of the health sector.



Our Vision

Te hauora o te Matau-a-Māui: Healthy Hawke's Bay

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.

Our Values

HE KAUANUANU RESPECT

Showing *respect* for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

RARANGA TE TIRA PARTNERSHIP

Working together in *partnership* across the community. This means I will work with you and your whānau on what matters to you.

ĀKINA IMPROVEMENT

Continuous *improvement* in everything we do. This means that I actively seek to improve my service.

TAUWHIRO CARE

Delivering high quality *care* to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.



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RARANGA TE TIRA PARTNERSHIP

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