

**POSITION DESCRIPTION**

<b>Position:</b>	Anaesthetic Administrator – Surgical & Planned Care Services	
<b>Responsible to:</b>	PA Surgical and planned care services Day to day: Responsible to the HOD of the anaesthetic department.	
<b>Location:</b>	Rotorua & Taupo	
<b>Functional relationships:</b>	<b>Internal:</b> Service Manager, Surgical and Planned Care services HOD Anaesthetic department SMO's Anaesthetic department Scheduling Manager Surgical and Planned Care Services Support ACC Co-ordinator Junior and Senior Medical Staff Clinical Nurse Director Clinical Nurses Administrative Staff Allied Health Staff Other departments	<b>External:</b> SMO Private Rooms
<b>Financial delegations:</b>	Nil	
<b>Date:</b>	November 2024	

**Primary purpose(s) of the position**

1. To provide administrative support to the HOD of Anaesthetics and the wider Anaesthetic Department
2. To draft the anaesthetic roster and maintain up dates.
3. Support problem solving of day to day staffing issues
4. To provide high quality administrative support to the Anaesthetic, Intensive Care Services, Supervisor of Training
5. To maintain the CME spreadsheet, the On-call Claims, Annual & CME leave



Te Ringa Tōmau

Te Ringa Hora



Te Ringa Raupā



Te Ringa Ahuahu

Te Ringa Taurima



Key Objectives	Description	Expected Outcomes
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<b>Communication</b>	<p>Communicate in an effective, appropriate, and professional manner with clients, families, support persons, members of the public, health care professionals, and other hospital staff</p>	<ul style="list-style-type: none"> <li>• Verbal and written communication is clear, coherent and succinct.</li> <li>• Regular communication maintained with the Surgical Services Administrators.</li> <li>• All enquiries are responded to and actioned according to priority.</li> <li>• Accurate, relevant information is passed on promptly and through the correct lines</li> <li>• Telephone calls are answered promptly and courteously.</li> <li>• Agendas/reminders for meetings are sent out promptly to all relevant people.</li> <li>• Documents are circulated for information and comment.</li> <li>• Schedule of bookings for Conference Rooms maintained.</li> </ul>
<b>Administrative support</b>	<p>Administrative support provided to Anaesthetists</p>	<ul style="list-style-type: none"> <li>• Meeting minutes recorded, typed and distributed in a timely manner.</li> <li>• Transcription services for General Correspondence, Pre-Assessment and Pain clinics to be performed within agreed time frame including the uploading and distribution of information.</li> <li>• Manages the recording of all requested leave for the Senior Clinicians, and ensures all documentation, once completed and approved, is forwarded to the relevant personnel. Ensure that purpose of leave is relevant to the SMO's current or planned duties.</li> <li>• Ensures leave forms are submitted for any short notice unexpected leave ie sick leave.</li> <li>• Ensures expense claims are lodged within the appropriate timeframe and that all expenses claimed are within the CME guidelines.</li> <li>• Book any travel required, if requested through the appropriate travel agents. Ensure travel time allocation is followed as per CME guidelines. Help Book fleet cars as appropriate</li> <li>• Regular checking of CME expense information to ensure correct accounting for expenses.</li> <li>• Co-ordinate teaching, MDM, Business, Education/Journal meetings. Keep records of attendance, send out appropriate reminders.</li> <li>• Liaise with other hospital departments, other hospitals, and private specialist rooms, to ensure timely access to clinical records and other information as required.</li> <li>• Inwards and outwards correspondence is attended to within established time frames.</li> <li>• Appropriate filing systems are developed and maintained.</li> <li>• Photocopying requests sent to Fuji Xerox as required</li> <li>• Up-to-date lists of SMO groups are maintained</li> <li>• Help ensure SMOs remain compliant by keeping insurance and practising information up to date.</li> <li>• Organisation of zoom/team meetings, monthly business meetings, journal club meetings for department</li> <li>• Provide cover for Administrative Support Officer during periods of leave, i.e CME leave, Annual Leave, additional session claims are processed. Leave board updated</li> </ul>

<b>Rostering and leave Management</b>		<ul style="list-style-type: none"> <li>• Ensures the anaesthetic roster is prepared in accordance with service requirements and Anaesthesia) standards with service.</li> <li>• All changes to the anaesthetic roster once posted must be agreed to by the relevant staff and then notified to all departments. Once finalised the roster should be input into the share drive. and then notified to all departments,</li> <li>• Acts as the link for coordination between theatres, intensive care, obstetrics, pain and pre-assessment services for all services involving anaesthetic services.</li> <li>• Maintains the Anaesthetists rosters in conjunction with the Surgical and Planned Care Services Co-ordinator ensuring all contractual obligations are met.</li> <li>• Establishes and maintains a working relationship with scheduling Team. Attends weekly scheduling meetings. Works with the Surgical and Planned Care Services Co-ordinator in relation to theatre sessions and scheduling for the Specialties.</li> <li>• Templates prepared for rosters for the following year.</li> </ul>
<b>Systems and Personnel Support</b>		<ul style="list-style-type: none"> <li>• Office procedures are followed, systems developed and maintained/updated in an accessible, current and readily retrievable manner.</li> <li>• Has a clearly documented and auditable process (as desk file) for all tasks relevant to the position.</li> <li>• To provide support to the clinical audit carried out within the department, i.e. assisting in collection and collating data, where appropriate and if job size allows.</li> <li>• Shared access computer directories and email groups are maintained.</li> </ul>
<b>Acute &amp; Chronic Pain Service</b>		<ul style="list-style-type: none"> <li>• Provides administrative support to the acute and chronic pain service</li> </ul>
<b>Orientation</b>	Conduct recruitment tasks	<ul style="list-style-type: none"> <li>• Assist in preparing orientation schedules for incoming SMOs, including Locums.</li> <li>• Update job descriptions as required.</li> </ul>



Te Ringa  
Tōmau

Te Ringa Hora



Te Ringa Raupā



Te Ringa  
Ahuahu

Te Ringa  
Taurima



Key Objectives	Description	Expected Outcomes
<b>Customer service</b>	Work practices show a concern for the promotion of health and well-being for self and others	<ul style="list-style-type: none"> <li>• Work practices reflect a patient focused approach and are evident in the co-ordination of care with patients and their families</li> <li>• Responds to issues and complaints in a proactive manner and seeks assistance from key staff as necessary</li> <li>• Identifies opportunities for innovation and improvement</li> </ul>
<b>Team work and Communication</b>	Develops relationships with stakeholders with the shared goal of achieving effective service delivery	<ul style="list-style-type: none"> <li>• Open and effective team work is promoted</li> <li>• Builds good rapport and positive working relationships with people at all levels</li> <li>• Deals with conflict in such a way as to achieve a workable outcome</li> <li>• Accesses support and assistance from key staff in organisation where necessary. Maintains professional standards in manner and approach</li> <li>• Individual views are respected valued and listened to</li> </ul>

<b>Delegated duties</b>		<ul style="list-style-type: none"> <li>From time to time, other duties relevant and appropriate to the role will be delegated to be completed as negotiated and agreed in conjunction with Line Manager</li> </ul>
<b>Personal and professional development</b>	Takes responsibility for personal and professional development	<ul style="list-style-type: none"> <li>Attend appropriate education sessions as required</li> <li>Objectives are set and performance review completed at least annually with Line Manager</li> <li>Completes organisational mandatory training as required</li> <li>Attendance and participation in relevant meetings</li> <li>Colleagues supported and mentored</li> <li>Assistance given with orientation of new staff</li> <li>Knowledge and skills willingly shared with colleagues</li> <li>Skills and knowledge updated as required</li> </ul>
<b>Communication and Personal Interaction</b>  <b>Te Ringa Hora</b>  <i>the open hand (denoting someone who is sociable)</i>	Openly communicates and cooperates with all levels of employees, patients and visitors.	<ul style="list-style-type: none"> <li>Listens actively, absorbs message and responds appropriately.</li> <li>Builds effective working relationships.</li> <li>Establishes rapport with others and gains their respect while being adaptive in relating to different types of people and situation.</li> <li>Openly and constructively participates in conversations with md team, patients, managers and visitors</li> <li>Patients and visitors are appropriately welcomed and treated while within Health NZ, Te Whatu Ora - Lakes</li> <li>Collegiality with team mates and md teams</li> <li>Accepts differences of opinion can occur but these happen respectfully and without any continued animosity</li> </ul>
<b>Strategy &amp; Performance</b>  <b>Te Ringa Raupā</b>  <i>the roughened hand (symbolising a hard worker)</i>	Spends energy on delivering role requirements and meeting objectives  Organises own time to deliver on required tasks and duties	<ul style="list-style-type: none"> <li>Has an energetic approach to work and is self-motivated?</li> <li>Accepts direction and instruction of manager but is able to work effectively without direction or guidance.</li> <li>Organises time and resources effectively.</li> <li>Understands and work towards achievement of the organisation's goals.</li> <li>On shift is busy completing shift duties.</li> <li>Utilises effective time management strategies to meet shift duties and works towards achieving objectives in any spare moments.</li> </ul>
<b>Development and Change</b>  <b>Te Ringa Ahuahu</b>  <i>the hand that shapes or fashions something (refers to someone who is innovative)</i>	Accepts change in day to day practices and contributes to decision making of the team.  Makes suggestions to increase efficiency of the unit.	<ul style="list-style-type: none"> <li>Can adjust behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress</li> <li>Works with managers and team to make any changes within practices work</li> <li>Contributes to change processes, offering solution based ideas</li> <li>Constructively makes suggestions to improve process or practices and gain efficiencies</li> <li>Accepts when ideas are not accepted for implementation</li> </ul>
<b>Personal Accountability</b>  <b>Te Ringa Tōmau</b>  <i>the hand that is trustworthy</i>	Is open with manager and colleagues and open to accepting feedback and critique to improve upon practice.  Looks for and undertakes development activities appropriate for role and career development.	<ul style="list-style-type: none"> <li>Offers constructive criticism and accepts feedback.</li> <li>Establishes rapport with others and gains their respect while being adaptive in relating to different types of people and situations, to allow improvements to be made.</li> <li>Accepts all feedback and participates in feedback discussions appropriately</li> <li>Responds and queries how improvements can be made</li> <li>Advises manager wherever issues may be impacting on performance</li> <li>Recognises areas that could be improved in own practice</li> <li>Requests learning and development opportunities to enhance practice in role and/ or to assist where improvements can be made</li> </ul>

<b>Culture and Values</b>  <b>Te Ringa Taurima</b>  <i>the hand that nurtures, encourages,, supports</i>	Operates in line with DHB values and expectations and professional codes of conduct.	<ul style="list-style-type: none"> <li>• Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/ customers/ colleagues.</li> <li>• Incorporates the Health NZ, Te Whatu Ora - Lakes into day to day business activities</li> <li>• Shows respect for patients, colleagues, managers, multidisciplinary teams</li> <li>• Utilises the Health NZ, Te Whatu Ora - Lakes philosophy to engage with patients, visitors and multidisciplinary teams</li> </ul>
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Compulsory Requirements	Description	Expected Outcomes
Maori Health	Maori philosophies and values of health are reflected in work practice.	<ul style="list-style-type: none"> <li>• Relationships are established and maintained with Te Huinga Takiora Maori in the planning and delivery of services.</li> <li>• Demonstrates knowledge of, and practices in a manner that is consistent with, the Treaty of Waitangi in the provision of health care services and support to Maori clients and their whanau.</li> <li>• Assists in the facilitation of safe services to Maori, including access to Maori treatment options and involvement of whanau in planning and delivery of care.</li> <li>• Recognises and facilitates the rights of Maori clients and their whanau to participate in cultural activities.</li> <li>• Has a working knowledge of the Te Whatu Ora – Lakes Maori communities.</li> </ul>
Te Iti Kahurangi	The Health NZ, Te Whatu Ora – Lakes way, Our Place, Our Culture	<ul style="list-style-type: none"> <li>• Works within the Te Iti Kahurangi framework and supporting guide document</li> </ul>
Record Keeping		<ul style="list-style-type: none"> <li>• Complies with the Health NZ, Te Whatu Ora – Lakes Corporate Records Management policy to create and maintain full and accurate records.</li> </ul>
Quality & Risk	Patient safety is paramount to the service we deliver at Health NZ, Te Whatu Ora – Lakes This is achieved in a clinical governance framework identifying and managing risk and opportunities to improve.	<ul style="list-style-type: none"> <li>• Proactively encourage all staff and lead by example implementing a culture of continuous quality.</li> <li>• Identify all risks that will prevent Health NZ, Te Whatu Ora – Lakes from achieving their goals.</li> <li>• Report and manage risks appropriately.</li> <li>• Put the patient at the centre of all improvement.</li> <li>• Use evidence based improvement methodologies when appropriate for all improvements.</li> <li>• Promote Certification where appropriate to showcase quality.</li> </ul>
Health & Safety	Each individual is responsible for ensuring the safety of themselves, their colleagues, patients and their visitors and to comply with all organisational health and safety policies, procedures and guidelines.	<ul style="list-style-type: none"> <li>• Implementation and reinforcement of a proactive healthy work place culture which reflects current Health NZ, Te Whatu Ora – Lakes tertiary accreditation status and relevant legislative requirements.</li> <li>• Healthy lifestyles are actively promoted and participated in, within the work area.</li> <li>• Employees participate in Health and Safety within areas of work.</li> <li>• Health and Safety activities are appropriately documented within specified timeframes.</li> <li>• Any opportunities for improving Health and Safety are reported and acted upon in a timely manner.</li> <li>• All near misses/incident/accidents are reported to the appropriate line manager within 24 hours.</li> </ul>

**Signatures:**

Line Manager:  
(position description approved): \_\_\_\_\_

Employee:  
(acceptance of position description): \_\_\_\_\_

*(Please also initial all other pages to show acceptance of position description.)*

Person Specification	Essential:	Desirable:
<b>Education and Qualifications:</b>	<ul style="list-style-type: none"> <li>▪ Advanced knowledge of Microsoft packages – Word, Excel, Outlook.</li> <li>▪ Advanced computer skills</li> </ul>	<ul style="list-style-type: none"> <li>▪ Transcription experience</li> </ul>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>▪ Work experience in an administrative field with high level of computer literacy</li> <li>▪ Advanced level of word processing computer and keyboard skills including all Microsoft office applications, email, electronic diary management, internet</li> <li>▪ Customer and service focused</li> <li>▪ Experience working with electronic document management systems</li> </ul>	<ul style="list-style-type: none"> <li>▪ Working background within the health sector desirable</li> </ul>
<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>▪ Te Tiriti O Waitangi in the provision of health care services and support to Māori</li> <li>▪ Te Tiriti O Waitangi in practice, process, policy development and decision-making</li> </ul>	<ul style="list-style-type: none"> <li>▪</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>▪ Pronunciation of Te Reo Māori words and names</li> <li>▪ Good communication skills, both written and oral</li> <li>▪ Pleasant telephone manner and good telephone skills</li> <li>▪ Ability to prioritise tasks</li> <li>▪ Self-motivated and can use initiative</li> <li>▪ Ability to work under pressure and adapt to changes in a demanding work environment</li> <li>▪ Sound time management</li> <li>▪ Capable of working unsupervised</li> <li>▪ Proven ability to be flexible and set priorities</li> <li>▪ Some understanding of medical terminology</li> </ul>	<ul style="list-style-type: none"> <li>▪</li> </ul>
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>▪ Customer and service focused</li> <li>▪ Excellent interpersonal skills</li> <li>▪ Ability to relate effectively to a wide range of people</li> <li>▪ Ability to take initiative in problem solving and seeking advice</li> <li>▪ Ability to maintain calm disposition under stress</li> <li>▪ Well-presented and tidy in appearance</li> </ul>	<ul style="list-style-type: none"> <li>▪ Non-smoker preferred.</li> </ul>

## ABOUT HEALTH NZ, TE WHATU ORA - LAKES

At Health NZ, Te Whatu Ora – Lakes we place the highest of value on the people of our community, including employees and patients, and as such all staff are expected to play a part in the creation and promotion of an environment which lives the following vision, mission and values:

### VISION

Healthy Communities – Mauriora! In this vision Mauriora refers to the Mauri - being the life essence and the source of well-being, and ora - describing the state of wellness.

### STRATEGIC MISSION



- Achieve equity in Māori health
- Build an integrated health system
- Strengthen people, whanau and community wellbeing

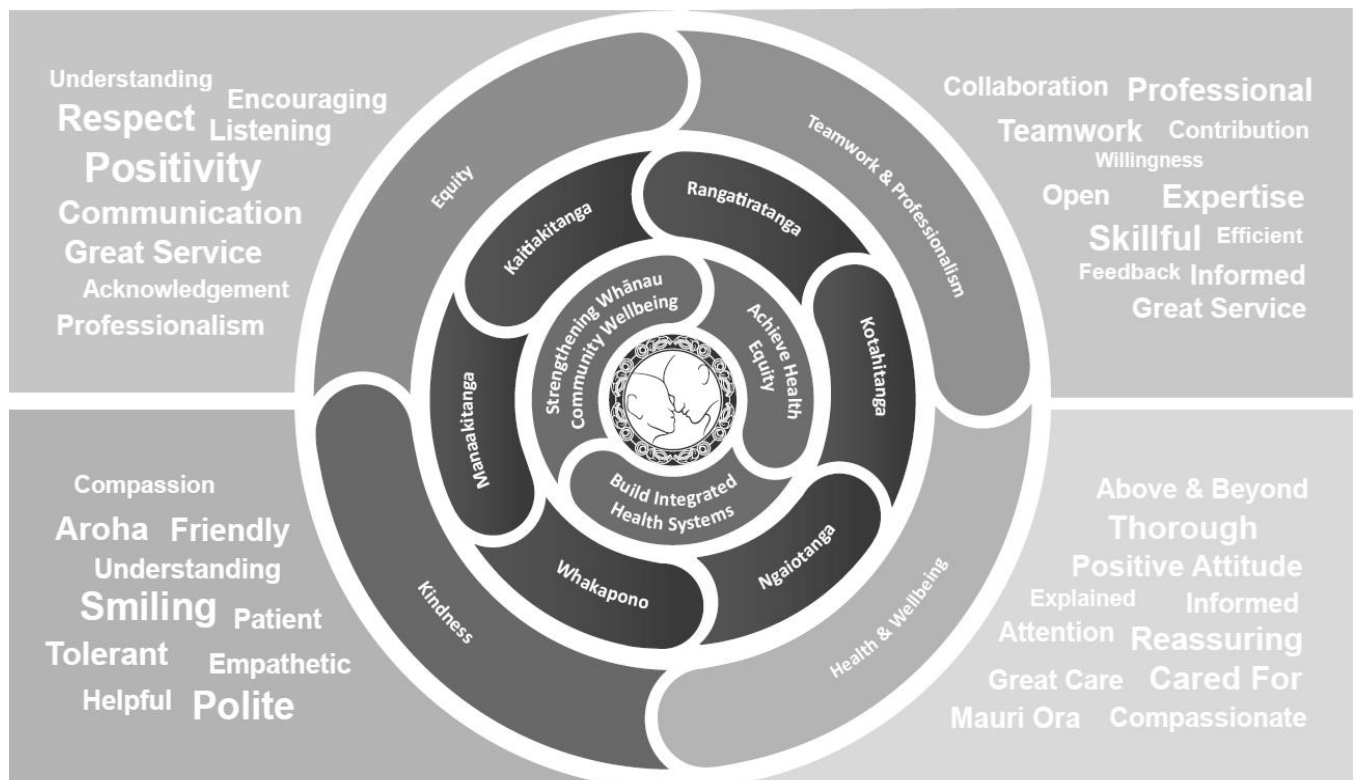
### THREE CORE VALUES

Manaakitanga respect and acknowledgment of each other's intrinsic value and contribution

Integrity truthfully and consistently acting collectively for the common good

Accountability collective and individual ownership for clinical and financial outcomes and sustainability

## TE ITI KAHURANGI – TE WHATU ORA – LAKES WAY, OUR PLACE, OUR CULTURE – WE WILL



**TE TIRITI O WAITANGI**

**Our expression of Te Tiriti o Waitangi**

The text of Te Tiriti, including the preamble and the three articles, along with the Ritenga Māori declaration, are the enduring foundation of our approach to achieving health and independence. Based on these foundations, we will strive to achieve the following four goals, each expressed in terms of mana.

**Mana whakahaere**

Effective and appropriate kaitiakitanga and stewardship over the health and disability system. Mana whakahaere is the exercise of control in accordance with tikanga, kaupapa and kawa Māori. This goes beyond the management of assets and resources and towards enabling Māori aspirations for health and independence.

**Mana motuhake**

Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives and to live on Māori terms and according to Māori philosophies, values and practices, including tikanga Māori.

**Mana tangata**

Achieving equity in health and disability outcomes for Māori, enhancing the mana of people across their life course and contributing to the overall health and wellbeing of Māori.

**Mana Māori**

Enabling Ritenga Māori (Māori customary rituals), which are framed by te ao Māori (the Māori world), enacted through tikanga Māori (Māori philosophy and customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

Te Whatu Ora – Lakes is committed within the framework of the New Zealand Public Health and Disability Act (2000) to supporting the Crown’s commitment to upholding its Tiriti promises.

**ORGANISATION STRUCTURE**

**Te Whatu Ora**  
**Health New Zealand**  
Lakes

