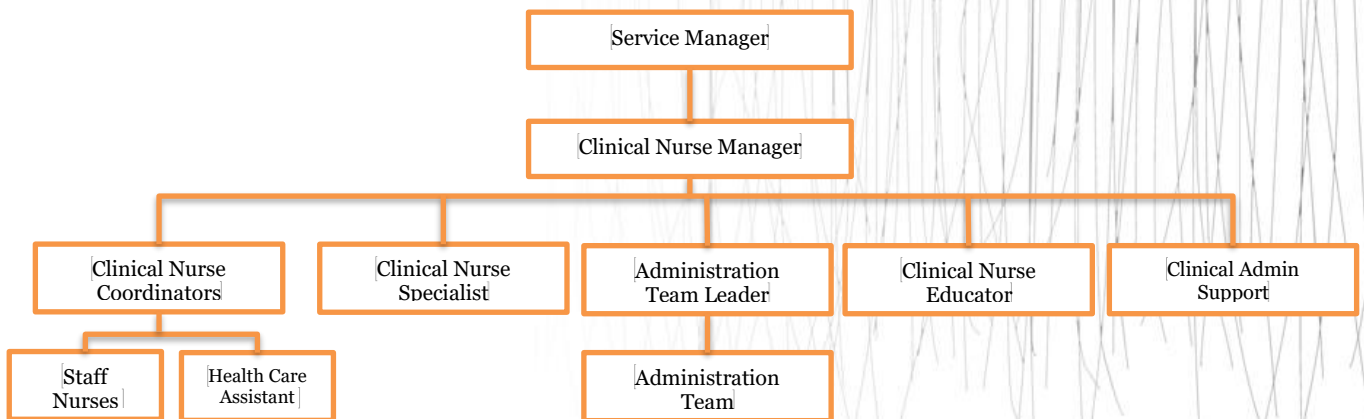


POSITION DESCRIPTION

Position:	Emergency Department - Administrator	
Responsible To:	Emergency Department - Administration Team Leader	
Location:	Rotorua	
Functional Relationships:	Internal: Clerical Staff Nursing Staff Allied Health Staff Medical Staff Other Departments	External: Members of the public Community based services
Date:	December 2024	



Primary purpose(s) of the position

To provide high quality frontline public relations and clerical support for the Emergency Department and other departments within the Hospital.

Key Objectives	Description	Expected Outcomes
(Customer relations	Promotes a high quality customer focused service	<ul style="list-style-type: none"> • People welcomed in a courteous manner • Consideration and respect shown to all people without prejudice against gender, ethnic background, lifestyle, education, religion, age, race, sexuality, physical appearance and ability • All enquiries responded to and actioned in appropriate manner and according to priority • Awareness and sensitivity to cultural issues demonstrated • Telephone calls are answered promptly and courteously
Communication	Communicates in an effective, appropriate, professional manner with patients, family's/ support persons, members of the public, health care professionals and other hospital staff	<ul style="list-style-type: none"> • The rights of the person to dignity, privacy and confidentiality with all written and computerised information, telephone calls and verbal communication is respected at all times • Effective communication with good listening skills is demonstrated • Open, effective team work within the Emergency department is promoted • Accurate, relevant information is passed on promptly through the correct lines of communication
Documentation	To collect, document and store appropriately all required information according to Lakes DHB and Emergency Department standards	<ul style="list-style-type: none"> • Patient and treatment information is collected and entered accurately • Information is provided as required by patients, medical staff, nursing staff, other health care workers and ACC in accordance with the Health Information Privacy Code • Notification of Outpatient Clinic appointments required are sent to Outpatients Clerk • Clinical Records ordered as required or retrieved as time permits • All reports and test results filed as soon as possible • Acute admissions are processed promptly
Revenue collection	Collects money, completes documentation and manages cash in accordance with Lakes DHB policy	<ul style="list-style-type: none"> • System of payment is explained to Non New Zealand residents and costs are given before treatment • Invoices and receipts issued and recorded for overseas patients • Responsibility taken to maintain accurate cash totals and float
Administration duties	Administration tasks	<ul style="list-style-type: none"> • Liaise regularly with ED CNC/ Team Leader on shift • Escalate issues to the ED CNC/ RN Team Leader on shift in the absence of the administration team leader / after hours • All patients entered into iPM system and discharged in a timely manner • Investigate eligibility of non- resident patients • Use of emergency NHI packs as required • Ensure all clinical documentation/ forms are stocked and available for use by clinical staff • Speciality Doctors are phoned on patient's arrival

Key Objectives	Description	Expected Outcomes
		<ul style="list-style-type: none"> • Patient wise is used to identify patients registered GP • New NHI's are created where appropriate • Clinical records are ordered when requested • Requests for patient information from external healthcare providers are actioned • Uploading of ECG are actioned as soon as possible • Family Violence forms are uploaded overnight • Previous presentations are checked and sent to clinical records daily • Daily doctor on call board is updated three times per day • ACC Forms are sent to switchboard at 2000 every day • Incoming mail is to be cleared and distributed several times per day • Direct visitors to cubicle or hospital wards as needed • Xerox machine consumables are ordered when required and any faults are reported • ID Badges given to Friends of the Emergency Dept. on their arrival.
Administration tasks done for Lakes DHB after hours	<ul style="list-style-type: none"> • Administration tasks done for Te Whatu Ora Lakes after hours 	<ul style="list-style-type: none"> • Mental Health admissions actioned • Hospital to Hospital admissions actioned • Clinical Records retrieved and sent to appropriate wards • Requests for information from external health care providers are sent <p>Support to hospital wards with iPM / CWS queries</p>



Te Ringa Tōmau

Te Ringa Hora



Te Ringa Raupā



Te Ringa Ahuahū

Te Ringa Taurima



Capabilities	Capability Definition	Achievement Indicators
Communication and Personal Interaction Te Ringa Hora <i>the open hand (denoting someone who is sociable)</i>	<p>Openly communicates and cooperates with all levels of Lakes employees, patients and visitors.</p> <p>Connects with people to build trust and confidence.</p>	<ul style="list-style-type: none"> • Listens actively, absorbs message and responds appropriately. • Builds effective working relationships. • Establishes rapport with others and gains their respect while being adaptive in relating to different types of people and situation. • Openly and constructively participates in conversations with md team, patients, managers and visitors • Patients and visitors are appropriately welcomed and treated while within Lakes • Collegiality with team mates and md teams • Accepts differences of opinion can occur but these happen respectfully and without any continued animosity • Connects with others, listens, reads people and situations and communicates tactfully.

Capabilities	Capability Definition	Achievement Indicators
		<ul style="list-style-type: none"> Gets to know their team members and treats them with respect, valuing their individuality and contributions.
Strategy & Performance Te Ringa Raupā <i>the roughened hand</i> <i>(symbolising a hard worker)</i>	<p>Spends energy on delivering role requirements and meeting objectives</p> <p>Organises own time to deliver on required tasks and duties</p>	<ul style="list-style-type: none"> Has an energetic approach to work and is self motivated. Accepts direction and instruction of manager but is able to work effectively without direction or guidance. Organises time and resources effectively. Understands and work towards achievement of the organisation's goals. On shift is busy completing shift duties. Utilises effective time management strategies to meet shift duties and works towards achieving objectives in any spare moments.
Development and Change Te Ringa Ahuahu <i>the hand that shapes or fashions something</i> <i>(refers to someone who is innovative)</i>	<p>Accepts change in day to day practices and contributes to decision making of the team.</p>	<ul style="list-style-type: none"> Can adjust behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress
Personal Accountability Te Ringa Tōmau <i>the hand that is trustworthy</i>	<p>Is open with manager and colleagues and open to accepting feedback and critique to improve upon practice.</p> <p>Looks for and undertakes development activities appropriate for role and career development.</p>	<ul style="list-style-type: none"> Offers constructive criticism and accepts feedback. 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. Accepts all feedback and participates in feedback discussions appropriately Responds and queries how improvements can be made Advises manager wherever issues may be impacting on performance Recognises areas that could be improved in own practice Requests learning and development opportunities to enhance practice in role and/ or to assist where improvements can be made
Culture and Values Te Ringa Taurima <i>the hand that nurtures, encourages, supports</i>	<p>Operates in line with Lakes values and expectations and professional codes of conduct.</p> <p>Engages with mentors and supervisors for personal skill development.</p>	<ul style="list-style-type: none"> Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/ customers/ colleagues. Incorporates the Lakes Way into day to day business activities Shows respect for patients, colleagues, managers, md teams Utilises the Lakes Way philosophy to engage with patients, visitors and md teams Is constantly striving to acquire and maintain knowledge, skills and/or experience.

Compulsory Requirements	Description	Expected Outcomes
Māori Health	Māori philosophies and values of health are demonstrated in work practice.	<ul style="list-style-type: none"> • Meaningful relationships are established with Te Aka Matua (Rotorua and Taupo Hospitals) and Te Whatu Ora Lakes Maori Health division in the planning and delivery of services. • Practices are consistent with Te Tiriti o Waitangi /The Treaty of Waitangi when working with Māori. • Delivery of safe services for Māori are facilitated by ensuring they can access treatment options and are involved in the planning and delivery of their care. • Māori are enabled to access and participate in cultural activities provided by the Te Whatu Ora Lakes. • A commitment to improving the wellbeing of Māori by increasing cultural knowledge in the Te Whatu Ora Lakes is shown.
Te Iti Kahurangi	The Lakes Way, Our Place Our Culture	<ul style="list-style-type: none"> • Works within the Te Iti Kahurangi framework and supporting guide document.
Record Keeping		<ul style="list-style-type: none"> • Complies with the Te Whatu Ora Lakes Corporate Records Management policy to create and maintain full and accurate records.
Quality & Risk	Patient safety is paramount to the service we deliver at Te Whatu Ora Lakes. This is to be achieved in a clinical governance framework that is culturally responsive and identifies and manages risk and opportunities to improve.	<ul style="list-style-type: none"> • Employees are supported to lead by example and implement a culture of continuous quality improvement. • Risks that may prevent Te Whatu Ora Lakes from achieving their goals are identified, reported, and managed. • Māori patients are provided patient-centred care to achieve positive Māori health outcomes. • Needs of Māori are reviewed and reported in the further development of practice, process and or policy. • Evidence-based methodologies are used to support improvements, e.g. kaupapa Māori methodology. • Quality care is provided to certification standards.
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"> • Implementation and reinforcement of a proactive healthy work place culture which reflects relevant Te Whatu Ora Lakes policy and legislative requirements. • Healthy lifestyles are actively promoted and participated in, within the work area. • Employees participate in Health and Safety within areas of work. • Health and Safety activities are appropriately documented within specified timeframes. • Health and Safety policies have been read and understood and are applied in the workplace. • Health and Safety policies are appropriately documented within specified timeframes and incidents are reported immediately. • Any opportunities for improving Health and Safety are reported and acted upon in a timely manner.

Compulsory Requirements	Description	Expected Outcomes
		<ul style="list-style-type: none"> All near misses/incident/accidents are reported to the appropriate line manager within 24 hours.

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:
Experience:	<ul style="list-style-type: none"> .. Previous customer service experience in a similar environment 	<ul style="list-style-type: none"> ..
Knowledge:	<ul style="list-style-type: none"> Te Tiriti O Waitangi in the provision of health care services and support to Māori. Te Tiriti O Waitangi in practice, process, policy development and decision making. Te Whatu Ora Lakes is a Reorua organisation knowledge and understanding of Te Reo/ Correct pronunciation. 	<ul style="list-style-type: none"> ..
Skills:	<ul style="list-style-type: none"> Pronunciation of Te Reo Māori words and names .. Exceptional communication and interpersonal skills Good telephone skills Computer literate/good typing skills Proven ability to be flexible and set priorities even under pressure 	<ul style="list-style-type: none"> Te Reo Māori
Personal Attributes:	<ul style="list-style-type: none"> .. Ability to relate effectively to a wide range of people Well-presented and tidy in appearance at all times Ability to maintain calm disposition under stress Capable of working unsupervised and as a team player Self-motivated and uses initiative 	<ul style="list-style-type: none"> Non-smoker preferred. ..

At Te Whatu Ora Lakes we place the highest value on the health and wellbeing of everyone in our community. As such all healthcare workers 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

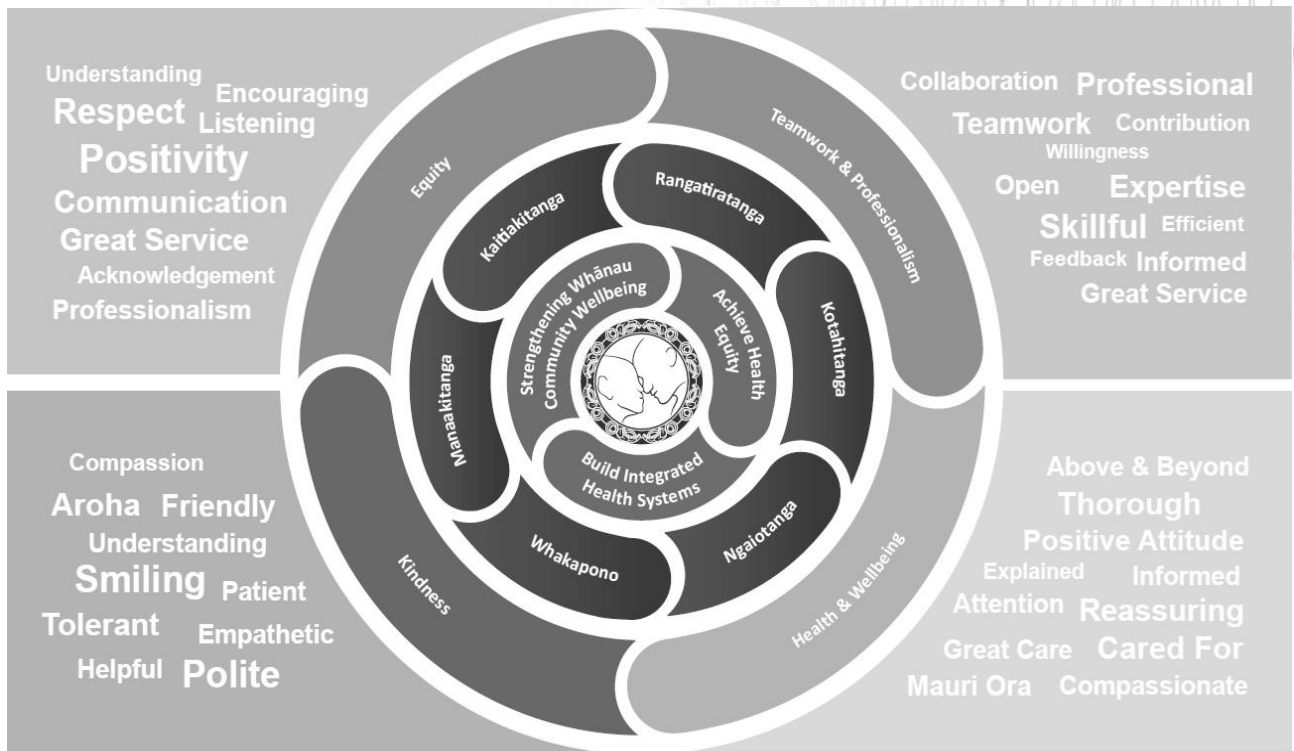


- Achieve equity in Māori health
- Build an Integrated health system
- Strengthen people, whanau & community wellbeing

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 – THE 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

