

## POSITION DESCRIPTION: TE ARA RAU ACCESS & CHOICE TEAM ADMINISTRATIVE ASSISTANT

*THIS POSITION DESCRIPTION IS SUPPORTED BY A ROLE SPECIFIC WORK PROGRAMME*

<b>Background</b>	<p>THINK Hauora is a network that designs, delivers and supports primary health care services across Otaki, Horowhenua, Manawatu and Tararua.</p> <p>THINK Hauora has a strong focus on equity and a commitment to collaborating and partnering with others to improve outcomes for our communities.</p> <p>This position description (PD) captures the expected functions of the position and is refreshed annually. The PD is supported by an annual work programme.</p>	
<b>Primary Functions</b>	<p>The Administrative Assistant will work for THINK Hauora and its stakeholders to develop and utilise information to meet current and future strategic aims.</p> <p>The purpose of this role is to:</p> <ul style="list-style-type: none"> <li>• Provide effective administration support to the Te Ara Rau Access &amp; Choice programme</li> <li>• Responsible for the management of referrals that come into the programme</li> <li>• Be the first point of contact for patient referrals and provide exceptional customer/patient service</li> </ul>	
<b>Reports to</b>	Service Manager – Primary MH&A Te Ara Rau	
<b>Direct reports</b>	Nil	
<b>Functional Relationships</b>	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Clinical Quality</li> <li>• Network Development &amp; Support</li> <li>• Knowledge &amp; Insights</li> <li>• Corporate Services</li> <li>• THINK Hauora multidisciplinary teams</li> </ul>	<p><b>External</b></p> <ul style="list-style-type: none"> <li>• Te Tihi o Ruahine</li> <li>• Primary Health Organisations (PHO's)</li> <li>• Ministry of Social Development</li> <li>• Mental Health Service providers</li> <li>• Te Whatu Ora/Health NZ MidCentral</li> <li>• General Practice Teams (GPTs)</li> <li>• Non-Governmental Organisations</li> <li>• Iwi and Māori Providers</li> <li>• Patients and whānau referred to THINK Hauora services</li> </ul>
<b>Primary Location</b>	Based in the offices of THINK Hauora, 200 Broadway Avenue, Palmerston North with some travel within the THINK Hauora region.	
<b>Salary Range</b>	In accordance with the skills and experience to undertake the role competencies	
<b>Nature of Position</b>	Permanent, full time	
<b>Hours</b>	Forty (40) hours per week (1.0 FTE), Monday to Friday. Hours to be worked are generally between 7am and 6pm as agreed however some flexibility of hours will be required	
<b>Status as described in the Children's Act 2014</b>	In line with the Children Act 2014 and our service agreement with MidCentral DHB, this position has been identified as a <b>Non-Core Worker</b> position.	
<b>Health and Safety</b>	All staff and governance at THINK Hauora participate in health and safety management practices, ensure that work is done in a safe environment, reports and works to eliminate,	

	<p>isolate or minimise any hazards, and applies THINK Hauora’s health and safety policies and procedures.</p> <p>Staff must act to ensure that THINK Hauora complies with its responsibilities under the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation. Be able to demonstrate actions in an emergency situation that are specific to the workplace and are designed to keep individuals safe.</p>
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ORGANISATIONAL VISION, MISSION and VALUES	
<b>Our Strategy</b>	<b>THINK Hauora 2019-2025 Strategy</b> supported by Ka Ao, Ka Awatea, Māori Health Strategic Framework
<b>Our Vision</b>	<b>Tūhonotia te hapori ki te Ora – Connecting Communities for Wellbeing</b>
<b>Our Strategic Aims</b>	<p><b>Whānau Ora:</b> Developing a Whānau Ora approach to accelerate and ensure equity of Māori health outcomes</p> <p><b>Equity:</b> Driving equity of outcomes through people, community voice and data</p> <p><b>Access:</b> Ensuring access to health care is easy, available, cross-sectors</p> <p><b>Value:</b> Creating value through teams, technology and performance</p> <p><b>Innovation:</b> Activating innovation, engagement and delivery of excellence</p> <p><b>Networking:</b> Enabling networking and relationships to achieve partnerships</p> <p><b>Growth:</b> Driving sustainability through system and alignment focus</p>
<b>Our Values</b>	<p><b>Trust:</b> Maintaining open and honest relationships</p> <p><b>Respect:</b> Embracing diversity, uniqueness and ideas</p> <p><b>Unity:</b> Valuing strengths and skills</p> <p><b>Accountability:</b> Working in a transparent and responsible manner</p> <p><b>Courage:</b> Participating with confidence and enjoyment</p>
<b>Commitment to Te Tiriti o Waitangi:</b>	<p>We are committed to Te Tiriti o Waitangi (The Treaty of Waitangi), recognising and respecting the principles of Partnership, Protection and Participation, and the articles of Kawanatanga – governance and the relationship between Treaty Partners, Tino Rangatiratanga – the right to be self-determining in all areas, Oritetanga – authentic contributions that drive equitable access and outcomes and Te Ritenga – honouring the beliefs, values and aspirations of Māori.</p> <ul style="list-style-type: none"> <li>• Implementing Te Tiriti o Waitangi articles and principles into the overall governance, planning and delivery of services.</li> <li>• Acknowledging Te Tiriti o Waitangi articles and principles that underpin our strategy.</li> <li>• Being responsive to Māori interests and ensuring these are protected.</li> </ul>
<b>Equity</b>	THINK Hauora is committed to improving access to services and achieving equity of health outcomes across communities. We provide support and guidance to the wider workforce to do the same. THINK Hauora believes in equity and requires staff to “stop, look, listen and think” about how they can design, develop and deliver services that create and maintain equitable environments to effect change and ensure that whānau flourish.

KEY RESPONSIBILITIES		
Key Competency	Activities	Expectations
<b>Administration &amp; Referrals – Te Ara Rau Access &amp; Choice</b>	<ul style="list-style-type: none"> <li>Managing patient referrals that come into the service for Te Ara Rau A&amp;C and Here Toitū</li> <li>Patient referrals to other providers</li> <li>Data entry</li> <li>Booking appointments</li> <li>Liaising with clients, staff and providers</li> <li>Assisting with claiming and payment processes</li> <li>Service trouble shooting</li> <li>Prioritises workload across programmes</li> </ul>	<ul style="list-style-type: none"> <li>All systems and processes related to referrals management are adhered to and followed correctly</li> <li>Data entry is accurate</li> <li>Patient liaison, appointment scheduling, claims and payment processing is consistent and timely</li> <li>Adheres to the Privacy Act 2020</li> </ul>
<b>General Administration Support</b>	<ul style="list-style-type: none"> <li>Provide general administration support to Te Ara Rau Access &amp; Choice team by way of email, diary management, taking meeting notes, setting up meetings, distributing meeting notes</li> <li>Assisting with project administration from time to time</li> <li>Handling email and/or requests and queries from internal / external stakeholders</li> <li>Maintain filing and contact lists</li> <li>Ordering stationery</li> <li>Book meeting rooms</li> </ul>	<ul style="list-style-type: none"> <li>Administration is completed in a timely and accurate manner</li> <li>Competently uses the MS Office Suite and office equipment</li> </ul>
<b>Team Work</b>	<ul style="list-style-type: none"> <li>Highly effective working relationships with team members are established and maintained.</li> <li>Work towards THINK Hauora objectives and team goals</li> <li>Organises and assists with team initiatives</li> </ul>	<ul style="list-style-type: none"> <li>Works in a positive manner to ensure the team environment is maintained and the values of the organisation are upheld</li> <li>Supports and identifies opportunity to assist team members</li> <li>Collaborates and participates in team hui.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>Written and verbal communication is clear, concise and accurate</li> <li>Language is culturally appropriate</li> </ul>	<ul style="list-style-type: none"> <li>Adapts communication style to the targeted audience ensuring cultural competency</li> <li>Seeks clarification and understanding to ensure accuracy</li> </ul>
<b>Service and Quality Improvement</b>	<ul style="list-style-type: none"> <li>Maintains existing processes and continuously looks at ways to improve systems, processes and services being provided</li> </ul>	<ul style="list-style-type: none"> <li>All organisational systems and processes related to work areas will be adhered to</li> </ul>

<b>Professional Development and Self-Development</b>	<ul style="list-style-type: none"> <li>• Display a commitment to improving own learning and development, gaining the skills and knowledge required to competently undertake the assigned work activities</li> </ul>	<ul style="list-style-type: none"> <li>• Completes Performance Development Review (PDR) and associated activities.</li> <li>• Seeks information to extend service and industry knowledge</li> </ul>
<b>Improve Health Outcomes of Māori</b>	<ul style="list-style-type: none"> <li>• Works in partnership with Māori Health partners and alliances to strengthen Māori Health outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• Undertake work in a culturally sensitive and responsive manner and actions will reflect this</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Report and work to eliminate, isolate or minimise any hazards.</li> <li>• Participate in health and safety management practices for all employees</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that work is done in a safe environment.</li> <li>• Apply the organisation's health and safety policies and procedures.</li> </ul>

## PERSONAL SPECIFICATIONS

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Administration experience preferably in a health-related role</li> </ul>
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills</li> <li>• Experience working in an environment that can involve competing priorities</li> <li>• Ability to flex from one activity to another without getting flustered</li> <li>• Emotional intelligence</li> <li>• Demonstrates resilience to high pressure situations and be able to maintain quality level in sometimes demanding situations</li> <li>• Drive, initiative and fantastic interpersonal skills</li> <li>• Proven administration skills and administrative experience</li> <li>• Proven relationship management skills</li> <li>• Works independently and maintains motivation</li> <li>• Understands the relevance and impact of culturally appropriate service provision and how culture influences behaviour both internal and external to the organisation</li> <li>• A commitment to continuing professional development</li> <li>• Proficient in the MS Office Suite</li> <li>• Seeks opportunities to encourage and support the team to find ways to work together</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Knowledge of NZ Primary Health Care Services and System</li> <li>• Experience in Patient Management Systems (PMS)</li> <li>• Applies the principles of the Te Tiriti o Waitangi</li> <li>• Experience working with diverse populations</li> <li>• Current, full Driver Licence</li> </ul>

SKILLS AND KNOWLEDGE		
<p>The following level of Knowledge and Skills are required for the role. These are grouped under the Core, Information and Knowledge and Leadership and Management dimensions of the THINK Hauora Interdisciplinary Knowledge and Skills Framework (IKSF). You must be at, or working towards, the level identified in each area (see levels below).</p> <p>Level 1: Beginner                      Level 2: Competent                      Level 3: Proficient                      Level 4: Expert</p>		
DIMENSION 1: CORE KNOWLEDGE AND SKILLS (MANDATORY)		
<b>C1</b> Teamwork	L2	Collaborates with interdisciplinary team members, sharing knowledge, skills and expertise
<b>C2</b> Communication	L2	Communicates effectively with clients and members of the team
<b>C3</b> Ethical Practice	L2	Complies with ethical codes, principles, and legislation, encouraging others to do so.
<b>C4</b> Māori Cultural Responsiveness	L2	Demonstrate an understanding and application of Māori Health, Treaty of Waitangi and Cultural safety in own work and encourage others to do so
<b>C5</b> Health, Safety and Risk Management	L2	Monitors and maintains health, safety and security of self and others.
<b>C6</b> Service Improvement	L2	Contributes to the improvement of services
<b>C7</b> Quality Improvement	L2	Maintains quality in own work and encourage others to do so
<b>C8</b> Personal Development	L2	Develops own knowledge and skills and provides information to others to help their development
DIMENSION 4: INFORMATION & KNOWLEDGE		
<b>IK1</b> Data collection	L2	Modify, structure, maintain and present data and information
<b>IK2</b> Data analysis	L2	Gather, analyse and report a limited range of data and information
<b>IK3</b> Using data to drive service improvement	L2	Maintain knowledge and information resources and help others to access and use them
DIMENSION 5: TRANSFORMATIONAL LEADERSHIP AND MANAGEMENT		
<b>TLM1</b> Managing self and personal skills	L2	Participates in continuing professional development to achieve organisational goals
<b>TLM2</b> Providing Direction: Strategic and Operational Planning	L2	Clearly and enthusiastically communicates organization vision, objectives and operational plans

<b>TLM3</b> Leading and managing change	L2	Defines and initiates change, identifying leverage points for change in processes and work habits
<b>TLM4</b> Leading and building interdisciplinary teams: working with people	L2	Allocates and monitors the progress and quality of work in area of responsibility

**EMPLOYEE ACCEPTANCE**

This Position Description has been agreed between:

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Management Representative (print then sign) Date:

and

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Employee (print then sign) Date: