

POSITION DESCRIPTION: INTEGRATED SUPPORT ADMINISTRATOR

Background	<p>THINK Hauora is a network that designs, delivers and supports primary health care services across Ōtaki, 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 function of the position and is refreshed periodically. The PD is supported by an annual work programme.</p>
Primary Functions	<p>The Integrated Support Administrator role will provide high-quality, coordinated administrative and operational support to both the THINK Hauora clinical multidisciplinary team and the General Practice Network.</p> <p>This role will ensure seamless service delivery, efficient referral and programme management, and responsive support to patients, THINK Hauora teams, as well as primary and secondary health providers across the region.</p> <p>Multidisciplinary Team Support</p> <ul style="list-style-type: none"> • Provide administrative support to and act as a key administrative liaison between THINK Hauora's clinical multidisciplinary teams and other THINK Hauora services. • Coordinate and facilitate administrative functions including arranging THINK Hauora site as well as community venue bookings, service and programme registration, resource preparation, and promotional material. • Manage external and internal referrals across the clinical multidisciplinary team services, following each specific service's criteria. • Create electronic patient files within the PMS. • Maintain accurate data entry and appointment scheduling in the PMS. • Liaise with patients, community venue staff, and providers to ensure timely communication and service delivery. • Collate feedback and service delivery data for reporting and quality improvement. • Attend promotional events as required. <p>General Practice Network Support</p> <ul style="list-style-type: none"> • Coordinates logistics, documentation, support and guidance to new GP Practices onboarding with THINK Hauora. • Build and maintain strong relationships with general practice teams, supporting the rollout of new initiatives and responding to queries. • Assist with software-related issues (PMS, claims/payments, websites) and escalate complex queries appropriately. • Maintain CRM records, track query progress, and ensure professional, tailored communication. • Facilitates communication between secondary and primary providers. • Promote THINK Hauora services and health promotion activities • Educates practice teams on the use of PMS, coding of services and THINK Hauora funding and claiming processes. • Assists with oversight of the THINK Hauora claims processing and provide backup support to THINK Hauora-owned practices.

	Relationship Interface <ul style="list-style-type: none"> Respond to public and provider enquiries regarding primary health care and enrolment procedures. Maintain high levels of trust and communication between general practice team, community providers, locality offices, and internal staff. Ensure timely and effective responses to practice needs and consumer queries. Issuing communication to the General Practice Network 	
Reports to	Integrated Support Manager	
Direct reports	N/A	
Functional Relationships	Internal <ul style="list-style-type: none"> Senior Leadership Team Primary Health Network Manager Primary Health Network Team Leads Clinical Programmes Manager Clinical Quality Manager Multi-disciplinary Team Members Programme Lead, Health Pathways Strategy and Enablement Team Mental Health and Social Well-being Team 	External <ul style="list-style-type: none"> Patients and whanau General Practice Teams Community Venues Health NZ / Te Whatu Ora Secondary Care Services Public Health Iwi and Māori providers Community Pharmacies Ministry of Health Other PHO's Other service providers
Primary Location	Based in the offices of THINK Hauora, 200 Broadway Avenue, with occasional travel within the THINK Hauora region.	
Salary Range	In accordance with the skills and experience to undertake the role competencies	
Nature of Position	Permanent, Full-time (1.0 FTE)	
Status as described in the Vulnerable Children's Act 2014	In line with the Vulnerable Children Act 2014 and our service agreement with Health New Zealand – Te Whatu Ora, this position has been identified as a Core Worker position.	
Health and Safety	<p>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, 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>	

ORGANISATIONAL VISION, MISSION and VALUES	
Our Strategy	THINK Hauora 2019-2025 Strategy supported by Ka Ao, Ka Awatea, Māori Health Strategic Framework
Our Vision	Tūhonotia te hapori ki te Ora – Connecting Communities for Wellbeing
Our Strategic Aims	<p>Whānau Ora: Developing a Whānau Ora approach to accelerate and ensure equity of Māori health outcomes</p> <p>Equity: Driving equity of outcomes through people, community voice and data</p> <p>Access: Ensuring access to health care is easy, available, cross-sectors</p> <p>Value: Creating value through teams, technology and performance</p> <p>Innovation: Activating innovation, engagement and delivery of excellence</p> <p>Networking: Enabling networking and relationships to achieve partnerships</p> <p>Growth: Driving sustainability through system and alignment focus</p>
Our Values	<p>Trust: Maintaining open and honest relationships</p> <p>Respect: Embracing diversity, uniqueness and ideas</p> <p>Unity: Valuing strengths and skills</p> <p>Accountability: Working in a transparent and responsible manner</p> <p>Courage: Participating with confidence and enjoyment</p>
Equity	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.
Commitment to Te Tiriti o Waitangi:	<p>THINK Hauora is committed to Te Tiriti o Waitangi and aspires to be an exemplar Te Tiriti Partner whose Board and employees actively contribute to the achievement of Pae Ora (Healthy Futures for Māori) across our rohe. We maintain this by expressing and activating the five principles of Te Tiriti o Waitangi across all layers of our Organisation.</p> <p>Tino Rangatiratanga Self-determination Mana Taurite Equity Whakamarumarutia Active Protection Kōwhiringa Options Pātuitanga Partnership</p> <p>Our suite of policies will actively ensure Pae Ora is realised through the pathways of Whānau Ora (Healthy Families), Mauri Ora (Healthy Individuals), Wai Ora (Healthy Environment).</p>

KEY RESPONSIBILITIES		
Key Competency	Activities	Expectations
Service Delivery	<ul style="list-style-type: none"> Provide administrative support to THINK Hauora teams to ensure the seamless and quality delivery of service. 	<ul style="list-style-type: none"> Strong organisational and coordination skills Work closely with cardiac rehabilitation, pulmonary rehabilitation and immunisation services.
Referral Management	<ul style="list-style-type: none"> Timely and appropriate management and coordination of referrals. 	<ul style="list-style-type: none"> Establish clear protocols for managing and coordinating referrals to ensure consistency and efficiency. Maintain up-to-date records of all referrals to track their status and ensure timely follow-up. Communicate promptly with all relevant parties, including patients, general practices, and other healthcare providers, to ensure that referrals are processed without delay. Monitor the referral process regularly to identify and address any bottlenecks or issues that may arise. Provide training and support to team members to ensure they understand and adhere to referral management protocols. Implement feedback mechanisms to gather insights from stakeholders and continuously improve the referral process. Ensure that all referrals are managed in compliance with relevant regulations and organisational policies.
Collaborative Teamwork and Support	<ul style="list-style-type: none"> Organised and support in the preparation and delivery of group programmes. 	<ul style="list-style-type: none"> Ability to work collaboratively across teams and services.
Technical and Professional Knowledge & Skills	<ul style="list-style-type: none"> Has the required level of technical and professional skill or knowledge in position-related areas 	<ul style="list-style-type: none"> Proficient with PMS systems (Indici and Medtech Evolution) and Microsoft Office Suite.
Communication	<ul style="list-style-type: none"> Liaise with internal teams, general practice teams and community providers and venues. 	<ul style="list-style-type: none"> Excellent interpersonal and communication abilities.

Quality Improvement & Evaluation	<ul style="list-style-type: none"> • Participate in audits, service evaluations, and continuous improvement initiatives. • Contribute to the development of resources, 	<ul style="list-style-type: none"> • Maintains existing processes. • Continuously looks at ways to improve systems, processes and services being provided. • Collates appointment data, programme delivery data, and patient feedback and contributes to reporting. •
Cultural Responsiveness	<ul style="list-style-type: none"> • Provides culturally safe and responsive care. 	<ul style="list-style-type: none"> • Creates inclusive environments for diverse populations • Demonstrates cultural competency, safe practice and respect. • Adapts communication and care to meet cultural needs
Respects Others & Builds Trust	<ul style="list-style-type: none"> • Demonstrates respect for others and builds trust through consistent behaviour; demonstrates integrity in all actions 	<ul style="list-style-type: none"> • Consistently shows respect for others • Builds trust through reliable and ethical behaviour • Maintains confidentiality and professionalism in all settings
Health & Safety	<ul style="list-style-type: none"> • Ensure that work is completed in a safe environment, and report and work to eliminate, isolate or minimise any hazards • Participate in health and safety management practices for all employees, and apply the organisation's health and safety policies and procedures • Be able to demonstrate actions in an emergency situation that are specific to the workplace and are designed to keep individuals safe. 	<ul style="list-style-type: none"> • The organisation complies with its responsibilities under the Health and Safety at Work Act 2015 and any subsequent amendments or replacements legislation. • Recognises individual responsibility for workplace Health and Safety under the Health and Safety at Work Act 2015. • Reports any adverse events in the workplace and participate in any investigation and development of appropriate controls. • Adheres to relevant infection control policies and procedures.
<ul style="list-style-type: none"> • PERSONAL SPECIFICATIONS 		
Qualifications	<ul style="list-style-type: none"> • Five years experience as an administrator working in the primary health sector or transferable knowledge and skill 	
Essential	<ul style="list-style-type: none"> • Current and clean New Zealand Driver's Licence • Experience with Patient Management Systems e.g. MedTech Evolution and Indici. 	

EMPLOYEE ACCEPTANCE

This Position Description has been agreed between:

Management Representative (print then sign)

Date:

and

Employee (print then sign)

Date: