## POSITION DESCRIPTION

<table>
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<tr>
<th>Position Details:</th>
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| **Title:** Team Administrator - *blended*  
**Department:**  
**Reports to:** Business Manager  
**Date:** May 2016 |

### Purpose of Position:

The Team Administrator provides clerical and administrative support to management teams and provides activity co-ordination within designated services. The purpose of this role is to ensure that management teams receive appropriate clerical and administrative support to enable them to concentrate on the specialist value added activities within their role.

This Team Administrator role is non-clinical position. The primary function of this *blended* role is to improve management productivity by providing administrative team support directly to management staff (Level 3 and Level 4 non-clinical managers).

### Key Accountabilities:

1. **To perform the day to day service delivery within the team by:**
   - Greet visitors appropriately and receive telephone information requests, taking appropriate action
   - Assisting (and coaching) managers with email and calendar needs as required, including reading and replying to managers’ and clinicians’ mail and email, as delegated authority permits
   - Assist RMO grade clinicians with leave and claiming
   - Manage and process the flow of incoming invoices in a timely manner
   - Create required documentation and complete standard forms in a timely manner using established procedures
   - Update Health Information Systems as required
   - Enter data for standard reporting procedures and produce required reports by agreed deadlines
   - As required prepare presentations and order tests, stationery & travel and complete necessary photocopying & filing
   - Ensuring effective communication by liaising on an interdepartmental basis
   - Maintaining accurate and up to date documentation, including procedures, at all times
   - Ensuring that the appropriate levels and standards of customer service are delivered
   - Dealing with conflict situations, working to achieve a win-win situation
   - Complying with Health & Safety requirements and proactively participating in hazard identification and management.
Key Accountabilities (Continued):

2. To be responsible for own professional development by:

- Maintaining knowledge of current best practices
- Continually seeking to improve knowledge about the organisation and new processes
- Attending educational opportunities relevant to the role
- Establishing annual goals, objectives, performance targets and strategies to meet these.

3. To contribute to the overall service of the unit by:

- Ensuring resources are used effectively and ensuring priorities are met
- Ensuring Data Integrity is maintained
- Completing project work as requested
- Supporting ADHB key goals.

Authorities:
This position has the following delegate authority
Nil

Direct Reports (if applicable): Nil
Budget Accountability (if applicable): Nil

Relationships:

<table>
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<tr>
<th>External</th>
<th>Internal</th>
<th>Committees/Group</th>
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<tbody>
<tr>
<td>Health providers outside ADHB</td>
<td>Manager</td>
<td>Health &amp; Safety</td>
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<tr>
<td></td>
<td>Clinical Directors</td>
<td>IS</td>
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<tr>
<td></td>
<td>SMOs, MOs, RMOs</td>
<td>Quality</td>
</tr>
<tr>
<td></td>
<td>Charge Nurses/ Charge Midwives</td>
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<td></td>
<td>CNEs/ Specialists/ Practitioners</td>
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<td></td>
<td>Other Team Assistants</td>
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<td>Other administrators</td>
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<td></td>
<td>Other ADHB Operating Units</td>
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<tr>
<td></td>
<td>Learning and Development</td>
<td></td>
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<tr>
<td></td>
<td>Clients/Customers/Patients</td>
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Person Specification

<table>
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<tr>
<th>Education &amp; Qualifications</th>
<th>Essential</th>
<th>Desired</th>
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<tbody>
<tr>
<td>Professional</td>
<td>Three years of secondary education or relevant work experience</td>
<td>Relevant Tertiary Qualification</td>
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<tr>
<td>Work Experience</td>
<td>At least two years secretarial experience</td>
<td>Knowledge of the Treaty of Waitangi with a commitment to bi-culturalism</td>
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<td>Sound customer service experience</td>
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<tr>
<td>Specific Competencies</td>
<td>Demonstrates superb organisational skills</td>
<td>A basic understanding of medical terminology</td>
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<td>Demonstrates ability to work well under pressure</td>
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<td></td>
<td>Negotiation and conflict</td>
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management abilities
- Sound MS Office ability, including intermediate Outlook, Word, Excel, PowerPoint, Project and Access
- Knowledge of Healthcare Organisations
- Exposure to Health Information Systems, including intermediate CHIPS, PIMS, CMS, CRIS & Delphic Latte
- At least 60 wpm typing speed

Personal Qualities
- Commitment to quality service
- Excellent communicator – verbal and written
- English language proficiency
- Accountability for time, performance and productivity

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<thead>
<tr>
<th>Competency</th>
<th>Description</th>
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<tbody>
<tr>
<td>1. Planning &amp; Organising</td>
<td>Consistently prepares in a logical or methodical fashion. Can prioritise and manage deadlines. Utilises tools to assist in managing the completion of tasks.</td>
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<td>2. Self management</td>
<td>Consistently demonstrates the ability to balance own workload, prioritise tasks effectively and handle personal stress. Actively looks for opportunities for learning and development.</td>
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<td>3. Communication/Relationships</td>
<td>Consistently communicates openly with respect and honesty with both internal and external stakeholders. Actively builds networks across and outside the ADHB to obtain valuable information/expertise that support the team’s endeavours.</td>
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<tr>
<td>4. Computer skills</td>
<td>Employs a full range of software applications effectively. Able to solve simple problems with applications.</td>
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<tr>
<td>5. Value Diversity</td>
<td>Understand significance of Treaty of Waitangi. Treats others with respect and dignity and as individuals with diverse values, beliefs and needs at all times. Ensures the provision of a culturally supportive environment.</td>
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<td>6. Customer Service</td>
<td>Develops positive working relationships with patients / customers and seeks to meet their needs. Treats patients / customers as the first priority and strives to improve service.</td>
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<td>7. Quality</td>
<td>Participates in change management projects across the service and organisation-wide. Supports team members in undertaking new challenges. Able to review clerical processes, identify process improvements and implement them to improve delivery. Maintains a high level of accuracy in all tasks undertaken.</td>
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WORKING FOR ADHB – EXPECTATIONS OF EMPLOYEES

**CITIZENSHIP**
All employees are expected to contribute to the innovation and improvement of Auckland District Health Board as an organisation. This means:

- Using resources responsibly
- Models ADHB values in all interactions
- Maintaining standards of ethical behaviour and practice
- Meeting ADHB’s performance standards
- Participating in organisation development and performance improvement initiatives
- Helping to develop and maintain Maori capability in ADHB, including developing our understanding of the Treaty of Waitangi and ways in which it applies in our work
- Raising and addressing issues of concern promptly

**THE EMPLOYER AND EMPLOYEE RELATIONSHIP**
We have a shared responsibility for maintaining good employer/employee relationships. This means:

- Acting to ensure a safe and healthy working environment at all times
- Focusing our best efforts on achieving ADHB’s objectives

A performance agreement will be reached between the employee and their direct manager and/or professional leader containing specific expectations.

**CONSUMER/CUSTOMER/STAKEHOLDER COMMITMENT**
All employees are responsible for striving to continuously improve service quality and performance. This means:

- Taking the initiative to meet the needs of the consumer/customer/stakeholder
- Addressing our obligations under the Treaty of Waitangi
- Involving the consumer/customer/stakeholder in defining expectations around the nature of the services to be delivered and the timeframe
- Keeping the consumer/stakeholder informed of progress
- Following through on actions and queries
- Following up with the consumer/customer/stakeholder on their satisfaction with the services

**PROFESSIONAL DEVELOPMENT**
As the business of ADHB develops, the responsibilities and functions of positions may change. All staff are expected to contribute and adapt to change by:

- Undertaking professional development
- Applying skills to a number of long and short term projects across different parts of the organisation
- Undertaking such development opportunities as ADHB may reasonably require