POSITION DESCRIPTION

Title: Team Support - Clinical

Organisation: New Zealand Familial Gastrointestinal Cancer Service

Reports to: The Regional Administrator, New Zealand Familial Gastrointestinal Cancer Service.

Purpose of the Position: To provide transcription, general typing and clerical support for the Auckland office of the NZ Familial Gastrointestinal Cancer Service

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The Team Support role provides administrative support including a transcription service for dictated clinical documents that will form part of the patient clinical record. The role assists the Regional Administrator to support the clinical team, ensuring the effective day-to-day operation of the NZ Familial Gastrointestinal Cancer Service.

Key Accountabilities:

Specifically this role will assist the Regional Administrator for the Service by contributing as follows:

To Support The Day-To-Day Service Delivery Within The Team By:

Providing Accurate and Efficient Transcription and Typing Services for dictated clinical documents that will form part of the patient clinical record in a patient focussed environment. Service clinicians will produce and check most of the dictation required for transcription.

- Competently using computer equipment; dictation and transcription equipment; printing, scanning and faxing hardware.
- Proficiently using and employing the specific software programmes used by the Service.
- Dispatch of documents to authors for review; follow up of authors who have not completed their review within agreed timeframes.
- Printing and mail out of completed documents; copying and filing of letters according to protocol.
Filing

- A paper-based filing system is maintained while families are under assessment and for Registered families. There is a strict format that is required to be followed to ensure vital clinical information is not overlooked.

- Accuracy and the ability to manage and enhance the document management process and the filing of family clinical information are essential to the effective administration of the National Service.

Telephone Reception

- The team support role will assist the Regional Administrator to provide a responsive and sensitive telephone reception service for patients and a professional and efficient service for referrers and other users of the service. This includes answering incoming calls to the Service; responding to queries; transferring calls; accurately recording messages and ensuring that they reach their destination.

Appointment System

- With oversight from the Regional Administrator, schedule appointments for Service patients and coordinate clinics for the clinicians. This will require organisational ability and an awareness of patient clinical priorities and an understanding of hospital systems. It includes adding and updating patients on the waiting list, generating appointment letters to patients, discussing appointments with patients over the phone etc.

- Work with clinical staff to maximise the effectiveness of the interview process. This will require interacting with patients to ensure that they are well informed as to likely processes and will come prepared to provide the required information at the interview.

Processing of Patient Data

- Attainment of a working understanding of the specific database programme which drives the processing of referrals to the Service.

- Effective maintenance of the database to ensure integrity of data, with a strong emphasis on accuracy and thoroughness, is an essential core element to this position.
• Under clinical supervision and delegation, support the electronic documentation of relevant patient information including appropriate transcribing and data entry of clinical information

Administration

• Assisting the Regional/National Administrator with general administrative tasks that will be required in order to support the national Service management team including:
  ▪ requesting and photocopying of medical records and other patient-related documents,
  ▪ Request and receive/follow-up laboratory specimens, i.e tissue blocks
  ▪ managing the mail,
  ▪ management of the criteria not achieved files,
  ▪ Follow up of outstanding patient consents
  ▪ making up patient files, co-ordinating off-site storage
  ▪ logging referrals into the patient database

Team Interaction

• Demonstrate professional, supportive attitude to your immediate team members. A high importance is placed on a proactive approach to ensuring effective, helpful and friendly working relationships with other regional centre and national office staff.

Confidentiality

• Within this role, confidentiality of patient and family information is paramount. The Administrator will ensure that the privacy of the patient and their family is protected and assists other Service staff to provide the same high standard.
Service Effectiveness:

- Provides an efficient and effective service by adhering to Service policy, procedural guidelines and protocols, ensuring the completion of Service processes within specified timeframes.

To be Responsible for Aspects of Own Professional Development By:

- Participating in service programmes.
- Establishing annual goals and performance objectives in agreement with your manager.
- Attending educational opportunities relevant to the role.
- Participating in continuous improvement activities.

To Contribute to the Overall Effectiveness of the Service By:

- Ensuring resources are used effectively.
- Ensuring priorities are met.
- Ensuring data integrity is maintained.
Delegated Authorities | Direct reports | Budget Accountability
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Nil | Nil | Nil

| Relationships |
|---|---|---|
| External | Internal | Committees/Groups |
| • Health Providers outside of the Service | • Service staff at Regional offices | • Team meetings |
| | • National management team | |
| | • ADHB Services | |
| | • Patients | |

| Person Specification |
|---|---|---|
| Education/Achievements | Essential: Experience in a similar role with demonstrated success Competent, accurate, fast typist | Desirable: Basic understanding of medical terminology |
| Interpersonal Skills | Listens well to draw out information and learn. Asks questions to clarify. Expresses information effectively. A good team player |
| Teamwork/Self management | Collaborates with fellow team members and other work groups to achieve objects for the good of the whole. Capable of working independently and establishes methods to manage workload/workflow. Takes account of changing priorities. |
| Computer Skills | Demonstrates ability to learn and use the computer packages used in the department. |
| Quality orientation | Demonstrates attention to detail and initiates self checking processes. Ensures high levels of accuracy and consistent quality. Knows when to ask for help. Acknowledges and learns from mistakes and seeks to improve outcomes |
| Customer orientation | Develops a positive working relationship with customers and staff. Identifies and seeks to meet their needs. Treats them as first priority. |