POSITION DESCRIPTION

ADMINISTRATOR – MENTAL HEALTH CLINICAL INFORMATION SYSTEMS
This position is not considered a children’s worker under the Vulnerable Children Act 2014.

Position Holder’s Name: .................................................................

Position Holder’s Signature: ...........................................................

Manager/Supervisor’s Name: .........................................................

Manager/Supervisor’s Signature: .................................................
Our Strategic Goal

We care about achieving health equity for our community.

Together, the Counties Manukau health system will work with others to achieve equity in key health indicators for Maori, Pacific and communities with health disparities by 2020.

We will measure the impact we have on healthy life years every year. This is our commitment to act and be deliberate in our choices and priorities.

This means that people will live longer healthier lives in the community.

Our Shared Values

**Kind**
Care for other people’s wellbeing.

**Excellent**
Safe, professional, always improving.

**Valuing everyone**
Make everyone feel welcome and valued.

**Together**
Include everyone as part of the team.
PURPOSE OF THE POSITION

This position is responsible for delivering quality service support and administration assistance to users of HCC, the Auckland Region Mental Health shared electronic clinical information system and those systems that interface with HCC. To provide technical and coaching support to frontline users, to provision new users, setup online training accounts, assist with system testing and support during upgrades and outages, develop and maintain information guides to support users, to manage errors identified through routine reports for the maintenance of data integrity and data accuracy.

In collaboration with the Senior Analyst – Information Systems and Functional Support Application Analyst to provide ongoing support and participation in the implementation of enhancements and routine maintenance related to the electronic clinical information system.

The key tasks of this role are driven by the service priorities, information systems and clinical activities of the service. These priorities and activities will fluctuate over time and this will impact on the priorities and tasks of the Administrator.

PLACE IN THE ORGANISATION

Insert the relevant organisational structure
## NATURE AND SCOPE OF RESPONSIBILITIES

<table>
<thead>
<tr>
<th>Key Accountability</th>
<th>Standards / Achievements</th>
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<tbody>
<tr>
<td><strong>Provide HCC Admin Support services</strong></td>
<td>• Provide coaching and training to frontline administration and clinical staff to support understanding of the system and best practice regarding referrals, appointments, documents and HCC functionality&lt;br&gt;• Responsible for monitoring and attending to the HCC inbox and support related calls&lt;br&gt;• Responsible for reviewing CMH HCC service desk tickets logged on Cherwell and supporting these to be attended to or correctly queued in the system&lt;br&gt;• Actively promote user knowledge and ownership by linking with users and super user groups in the business&lt;br&gt;• Provide active support to teams for using ASPIRE&lt;br&gt;• Provide active support for users of ShareFile</td>
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<td><strong>Maintenance of Mental Health data integrity through monitoring and management of routine reports</strong></td>
<td>• Responsible for ensuring the Programme for the integration of Mental Health Data, (PRIMHD) data extract errors are corrected in a timely manner, by liaising with Mental Health Information Analyst and Mental Health Services managers and clinicians&lt;br&gt;• Responsible for running routine reports for monitoring and managing errors in i.PM and HCC&lt;br&gt;• Responsible for monitoring ASPIRE for MH Services and updating information in ASPIRE and HCC to minimise errors&lt;br&gt;• Support users to be aware of errors and to fix these as soon as they are identified</td>
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<td><strong>Provide HCC administrative support</strong></td>
<td>• Responsible for the provisioning of new users in HCC, role maintenance within the system as well as ensuring appropriate role-based access&lt;br&gt;• Responsible for setup of online training accounts for new users&lt;br&gt;• Maintain appropriate links and liaison with the healthAlliance trainers and training institutions regarding new users, passwords, logons and collaborative training opportunities or requirements&lt;br&gt;• Provide support for the development of Information sheets and Business rules&lt;br&gt;• Provide administrative support and assistance for meetings and in-service training sessions</td>
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<td><strong>Provision of information within Mental Health Division</strong></td>
<td>• Provision and extraction of information from mental health systems and databases as required by the Business Manager and Service Managers&lt;br&gt;• Forwarding and scheduling of information reports to relevant stakeholders and mental health professionals</td>
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<tr>
<td>Key Accountability</td>
<td>Standards / Achievements</td>
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<tr>
<td><strong>Monitor and manage the impact of i.PM transactions on Mental Health Services</strong></td>
<td>• Comprehensive working knowledge of i.PM (Information. Patient Manager) for client demographic information&lt;br&gt;• Thorough knowledge of creating and closing of Referrals in IPM and the impact on services in HCC&lt;br&gt;• Comprehensive working knowledge of PET (Patient Event Trail) to monitor and manage errors and issues in i.PM that impact on HCC</td>
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<td><strong>Undertake general administrative duties</strong></td>
<td>• Maintenance of OneStaff records for the Finance and Information Team in the absence of the Business Analyst&lt;br&gt;• Provide administrative assistance with Capex requests and related tasks&lt;br&gt;• Provision of assistance to the Senior Analyst-Information Systems and processes and the Analyst- Mental Health Information as required&lt;br&gt;• Other duties as required by the Senior Analyst – Information Systems</td>
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<td><strong>CULTURAL SAFETY</strong>&lt;br&gt;Commitment to the principles of Treaty of Waitangi&lt;br&gt;Honouring Cultural Diversity</td>
<td>• Respect, sensitivity, cultural awareness is evident in interpersonal relationships&lt;br&gt;• Our cultural differences are acknowledged by respecting spiritual beliefs, cultural practices and lifestyle choices</td>
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<tr>
<td><strong>Utilise Information Technology</strong></td>
<td>• Demonstrates an ability to access and use available clinical information systems&lt;br&gt;• Comprehensive understanding of applications required for specific discipline/role. For example, IPM, Clinical Portal, ShareFile, ASPIRE, Excel, Outlook, etc&lt;br&gt;• Maintains own professional development by attending relevant educational programmes and opportunities</td>
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COMMUNICATION AND INTERPERSONAL SKILLS

Will be required to interact on a regular basis with a range of Counties Manukau Health staff members including:

- Business Manager, Mental Health Services
- Analyst- Mental Health Information
- Service and Team Managers
- Professional Leaders
- Mental Health Clinicians and administrative staff
- Other administration/secretarial staff form with CMH

Externally there will be contact with:

- HealthAlliance Information Systems Trainers, report writers and Data Warehouse staff
- General Practitioners and other primary care services
- Emergency Care, General Hospital wards and other speciality liaison teams
- HomeCare Medical Services staff
- Other mental health services
- Other health care and social support organisations
- Others as required by the Senior Analyst – Information Systems.

Situations may often call for tact, diplomacy and will require information to be handled in a discreet and sensitive manner.

In conflict situations will be required to exercise sound judgement, negotiation and persuasiveness skills, toward facilitating a workable outcome.

PROBLEM COMPLEXITY

Will be regularly challenged by a wide range of conflicting priorities or deadlines. There will be a requirement to be able to prioritise issues and negotiate time frames, while still providing a quality service.

The range of problems will be diverse and require solutions customised to meet the circumstances of the client. Therefore opportunities will arise to provide innovative options to the client based on proven outcomes.

There will be demands to meet deadlines, maintain accuracy and quality of information. Failure to do so could impact on the organisation in terms of the Mental Health service functioning effectively.

Will refer to the Senior Analyst-Information Systems and processes for advice or second opinion.

SCOPE FOR ACTION

Are empowered to make decisions or recommendations relating to planned and agreed continuous quality improvement and are encouraged to use initiative and problem solving skills to develop innovative approaches to issues.

Discretion is required to be exercised in releasing confidential information to the appropriate parties.

DIMENSION OF THE POSITION

Will be responsible to the Senior Analyst – Information Systems for the achievement of agreed objectives and operates within the confines of Counties Manukau Health.

POSITIONS REPORTING IN THIS ROLE (Numbers)

Directly 0
Indirectly 0

PERSON SPECIFICATIONS (requirements for the role)
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<th>Minimum</th>
<th>Preferred</th>
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<tr>
<td>Qualification</td>
<td>• NCEA Level 3 or equivalent</td>
<td>• Higher education</td>
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<td>Experience (including years)</td>
<td>• Minimum 3 years administration role experience</td>
<td>• Experience in the Health Sector</td>
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<td>• Competent user of Microsoft Office suite with particular emphasis on Excel</td>
<td>• Experience working in a multicultural environment</td>
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<td>• Full current NZ driving licence</td>
<td>• Teaching / coaching experience</td>
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<td>Skills/Knowledge/Behaviour</td>
<td>• High level of computer literacy</td>
<td>• Experience with HCC or similar electronic clinical record</td>
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<td>• Well-developed interpersonal skills</td>
<td>• Experience with i.PM or a similar Information Patient Management system</td>
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<td>• Sound verbal and written communication skills</td>
<td>• Experience providing support during a period of systems implementation/change</td>
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<td></td>
<td>• Ability to prioritise</td>
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<td></td>
<td>• Adapt to change</td>
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<tr>
<td></td>
<td>• Attention to detail</td>
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<td></td>
<td>• Time management skills</td>
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<td>• Customer service skills</td>
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<tr>
<td>Personal Qualities</td>
<td>• Team player</td>
<td>• Experience with HCC or similar electronic clinical record</td>
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<td></td>
<td>• Ability to establish rapport</td>
<td>• Experience with i.PM or a similar Information Patient Management system</td>
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<td></td>
<td>• Ability to work independently</td>
<td>• Experience providing support during a period of systems implementation/change</td>
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<td>• Professional presentation</td>
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<td>• Customer focussed</td>
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**HEALTH AND SAFETY ACCOUNTABILITIES (non-management roles)**

Health and Safety (H&S) is a key accountability of all Counties Manukau Health (CM Health) staff.

All CM Health Employees are responsible to:

**Zero Harm**
- Engage in safe workplace practices and take care of the health and safety of themselves, other employees and people in the workplace

**Risk Management**
- Identify, evaluate and report all hazards and incidents they are aware of in the workplace
- Adhere to apply risk controls, identified in risk assessments, such as ‘Safe Operating Procedures’
- Follow safety instructions
- Stop work when there is an immediate risk of serious harm and notify the appropriate manager
- Ensure nothing they do or don’t do will cause harm to themselves or others

**Safety Management System Requirements**
- Understand and follow CM Health’s Occupational Health and Safety policies, Health and Safety regulations, and personal responsibilities as outlined by these policies
- Follow all Occupational Health and Safety policies and procedures
Work Safely

- Report for duty in a fit state, free from the influence of alcohol or other drugs
- Participate in consultation activities regarding matters affecting your health, safety and wellbeing
- Wear the required Personal Protective Equipment when undertaking specific activities, or when in nominated areas
- Operate clinical or plant equipment safely
- Participate in relevant safety training, and maintain safety related competencies
- If relevant to your position, be in possession of required and current Certificates of Competency