

## Position Description

Employment Agreement:	PSA/DHB's Collective Employment Agreement South Island Administrative MECA
Position Title:	<b>Service Administrator</b>
Service & Directorate:	Mental Health, Addictions and Intellectual Disability Services
Location:	Invercargill
Reports to:	Combined Service Manager/Administration Manager
Number of direct reports:	No direct reports
Date:	October 2019

### Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing

We seek excellence through a culture of learning, enquiry, service and caring

### Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
<b><i>Looking after our people:</i></b> We respect and support each other. Our hospitality and kindness foster better care.	<b><i>Being sincere:</i></b> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	<b><i>Best action:</i></b> We are thoughtful, bring a positive attitude and are always looking to do things better.	<b><i>As family:</i></b> We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

### Our statutory purpose

To improve, promote and protect the health of our population

Promote the integration of health services across primary and secondary care services

Seek the optimum arrangement for the most effective and efficient delivery of health services

Promote effective care or support for those in need of personal health or disability support services

Promote the inclusion and participation in society and the independence of people with disabilities

Reduce health disparities by improving health outcomes for Māori and other population groups

Foster community participation in health improvement and in planning for the provision of and

changes to the provision of services.

Uphold the ethical and quality standards expected of use and to exhibit a sense of social and

environmental responsibility.

<b>PURPOSE OF ROLE</b>
<p>The key purpose of the role is to effectively contribute to the smooth running of the Mental Health, Addictions and Intellectual Disability Services (MHAID) by providing an efficient and timely administrative support function that is responsible and flexible to the changing needs of the service/organisation.</p> <p>To provide secretarial and office management support to the Combined Services manager, Directorate Team, Education and Training coordinator, Nursing Director, Allied Health Director and Continuous Quality Improvement Group, MHAID Services.</p>

**Competencies**

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

<b>Organisational Competencies</b>	
<b>Customer Focus</b>	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
<b>Integrity and Trust</b>	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
<b>Drive For Results</b>	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
<b>Role Specific Competencies</b>	
<b>Planning</b>	Accurately scopes out length and difficulty of tasks and projects. Sets objectives and goals; breaks down work into the process steps. Develops schedules and task/people assignments. Anticipates and adjusts for problems and roadblocks. Measures performance against goals. Evaluates results.
<b>Interpersonal Savvy</b>	Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation. Builds appropriate rapport. Builds constructive and effective relationships. Uses diplomacy and tact. Can defuse even high-tension situations comfortably.
<b>Priority Setting</b>	Spends his/her time and the time of others on what's important. Quickly zeros in on the critical few and puts the trivial many aside. Can quickly sense what will help or hinder accomplishing a goal. Eliminates roadblocks. Creates focus.

<b>KEY RELATIONSHIPS</b>	
<b>Within Southern DHB</b>	<b>External to Southern DHB</b>
<ul style="list-style-type: none"> <li>• Combined Services Manager, Southland</li> <li>• Team Managers</li> <li>• Other Mental Health Service Staff</li> <li>• MH Information Management Site Co-ordinator</li> <li>• General Manager, MHAID Directorate</li> <li>• PA to General Manager</li> <li>• PA to Medical Director</li> <li>• MH Advisors</li> <li>• Training/Education Coordinator</li> <li>• Administration colleagues within Southern DHB</li> <li>• Southern DHB staff</li> </ul>	<ul style="list-style-type: none"> <li>• Consumers, Families/Whanau</li> <li>• Visitors</li> <li>• Stakeholders</li> </ul>

## PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
<b>Education and Qualifications (or equivalent level of learning)</b>	<ul style="list-style-type: none"> <li>At least 3 years' experience in an administrative role or relevant experience</li> <li>Comprehensive understanding of Microsoft Office, Excel, Word and Outlook including emails and calendar management</li> <li>Typing speed of at least 60wpm or better</li> <li>Can exercise judgement on work methods and task sequence within specified timelines</li> </ul>	<ul style="list-style-type: none"> <li>Is able to act as a resource person if required</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Possess a depth of expertise developed through extensive relevant experience and application</li> <li>Ability to understand and follow written or verbal instructions</li> <li>Possess a good knowledge and understanding of quality improvement systems and procedures</li> <li>Only requires broad supervision and may supervise or coordinate others</li> <li>An ability to perform secretarial tasks including 'on the spot' decision making to effectively manage diaries, planning and setting up spreadsheets or database applications</li> </ul>	<ul style="list-style-type: none"> <li>Can undertake work assignments guided by policy, precedent, professional standards and managerial or technical expertise.</li> <li>Can provide interpretation, advice and decisions on rules and entitlements.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Sets high standards of performance</li> <li>Willing to support and assist other staff as required</li> <li>Respect the privacy of individuals when dealing with personal information.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to work well in a team and foster good interpersonal relationships.</li> </ul>

### KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<b>Service Support</b> Provide high quality administrative support to the MHAID service, ensuring efficient and effective service delivery Undertake duties associated with the position, as required to maintain an efficient service, including up skilling as required/directed by the Manager.	
<ul style="list-style-type: none"> <li>Provide timely and accurate confidential administrative support to enable the efficient functioning of the service, including but not limited to:</li> </ul>	<ul style="list-style-type: none"> <li>All duties performed to a high standard.</li> <li>Prompt response to requests.</li> <li>Enquires are handled efficiently, promptly and appropriately.</li> </ul>

<ul style="list-style-type: none"> <li>• Provide the initial meet and greet to the department. Answer phone and re-direct calls.</li> <li>• Set-up and maintain effective electronic and paper filing systems and procedures relevant to the service, enabling quick access to information</li> <li>• Identify potential improvements to systems and processes to ensure the continuous improvement of administrative duties.</li> <li>• Demonstrate attention to detail and accuracy.</li> <li>• Demonstrate a willingness to adapt to changing needs of the service.</li> <li>• Evaluates situations and identifies existing or potential problems and opportunities.</li> <li>• Demonstrate excellent customer service skills, by listening and interacting with stakeholders in a courteous, polite and responsive manner while adhering to relevant established protocols.</li> <li>• Support staff with booking rooms and setting up technology.</li> <li>• Maintain staff whereabouts board.</li> </ul>	<ul style="list-style-type: none"> <li>• Adherence to work practice in line with organisational and finance policies.</li> <li>• Accurate high quality documentation produced in a timely manner.</li> <li>• Incoming phone calls and visitors are given exceptional customer service.</li> <li>• Prioritise work to ensure efficient service delivery.</li> <li>• Recognise that everyone is entitled to consideration and respectful care without prejudice.</li> </ul>
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Provide a full range of secretarial support for the Combined Services Manager, MHAID Service

<ul style="list-style-type: none"> <li>• Action routine correspondence and incoming mail:</li> <li>• Log and track, correspondence, anticipate and initiate any inquiries, obtain relevant files, locate previous correspondence.</li> <li>• Operate an efficient follow-up/call-back system for replies.</li> <li>• Initiate dissemination of incoming items amongst the management team, and draft responses to standard mail requests keeping the Combined Service Manager informed of actions.</li> <li>• Undertake confidential typing, reports and other correspondence as directed.</li> <li>• Utilise computerised scheduling to maintain effective up to date diaries.</li> <li>• Undertake photocopying, collation and distribution of correspondence and reports.</li> <li>• Arrange air travel and accommodation when required, and maintain accurate records of all such activity.</li> <li>• Collation of monthly reports from team managers</li> <li>• Take minutes at relevant meetings as directed.</li> <li>• Type and distribute minutes, agendas etc for meetings as directed.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
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Act as administration support to Continuous Quality Improvement Group MHAID Service

<ul style="list-style-type: none"> <li>• Undertake confidential typing, reports and other correspondence as directed by members of the Mental Health Services Quality and Risk Group.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
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<ul style="list-style-type: none"> <li>• Take minutes at relevant meetings as directed.</li> <li>• Type and distribute minutes, agendas etc for meetings as directed.</li> <li>• Provide typing and administration support for all teams within Mental Health Services in relation to Quality documents, ensuring their document control numbers are complete and up to date.</li> </ul>	
<p><b>Service Support</b> Act as Complaints Coordinator for MHAID Service and in some instances, across the District</p>	
<ul style="list-style-type: none"> <li>• Be responsible for complaints process for Southland and Otago. This includes:</li> <li>• Receiving complaint from Patient Affairs and determining which Team this relates.</li> <li>• Entering on spreadsheet.</li> <li>• Forwarding complaint with copy of response template to relevant Service Manager, having set a date that a draft response is required by.</li> <li>• Chasing the response and ensuring that the draft is received in a timely manner.</li> <li>• Liaising with Service Manager re any issues.</li> <li>• Requesting extension of time from Patient Affairs.</li> <li>• Formatting letter into a readable response.</li> <li>• Forwarding back to Service Manager prior to forwarding onto General Manager for review/approval.</li> <li>• Following up on any comments/alterations to letter from General Manager.</li> <li>• Processing final draft, adding signature, printing and attaching Appeals letter.</li> <li>• Copy forwarded to Patient Affairs, Service Manager and Team Manager.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<p><b>Special Projects</b></p>	
<ul style="list-style-type: none"> <li>• Undertake special projects as directed by the Service Manager, Nursing Director, Allied Health Director or Administration Manager, which may include research, presentation and verification and additional minute taking for the period of the project.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<p>Ensure a high level of Customer Service is provided to all the staff of SDHB and external personnel</p>	
<ul style="list-style-type: none"> <li>• Provide direct assistance to the Team Manager, Invercargill Community Mental Health Team as directed.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

<ul style="list-style-type: none"> <li>• Build supportive and collaborative relationships with key stakeholders, in particular with Team Managers and personnel in all disciplines.</li> <li>• Display sensitivity to diverse cultural needs within the Hospital environment.</li> <li>• Liaise with external organisations when requested.</li> <li>• Demonstrate a pleasant, accepting and helpful attitude in his/her interactions with all staff and other contacts.</li> <li>• Demonstrate individual responsibility and maintain accountability for own work practice.</li> </ul>	
<p>To provide administrative services for Nursing Director, Allied Health Director, Advisors, Quality Team , Education &amp; Training Coordinators and Network Team as part of the Mental Health Directorate</p>	
<ul style="list-style-type: none"> <li>• Undertake typing, reports and other correspondence as directed.</li> <li>• Undertake photocopying, collation and distribution of correspondence, reports, and brochures.</li> <li>• Arrange air travel and accommodation when required, and maintain accurate records of all such activity.</li> <li>• Review incoming emails/meeting invites of Combined Services Manager and Allied Health Director when on annual leave and redirect/action as necessary.</li> <li>• Provide administrative services in distributing agendas, taking minutes at meetings as directed, including typing and distribution of.</li> </ul>	
<p><b>Other Duties</b></p>	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p> <p>Act as a role model for the Southern DHB Organisational Values.</p>	<ul style="list-style-type: none"> <li>• You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> <li>• You produce work that complies with Southern DHB processes and reflects best practice.</li> <li>• Research undertaken is robust and well considered.</li> <li>• Live and support the DHB values in everything you do.</li> </ul>
<p><b>Professional Development – self</b></p>	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> <li>• Training and development goals are identified/agreed with your manager.</li> <li>• Performance objectives reviewed annually with your manager.</li> <li>• You actively seek feedback and accept constructive criticism.</li> </ul>
<p><b>Health, Safety and Wellbeing</b></p>	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB’s Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> <li>• You understand and consistently meet your obligations under Southern DHB’s Health and Safety policy/procedures.</li> <li>• You actively encourage and challenge your peers to work in a safe manner.</li> </ul>

	<ul style="list-style-type: none"> <li>• Effort is made to strive for best practice in Health and Safety at all times.</li> </ul>
<b>Treaty of Waitangi</b>	
<p>Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.</p>	<ul style="list-style-type: none"> <li>• <b>Partnership</b> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other.</li> <li>• <b>Participation</b> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education.</li> <li>• <b>Protection</b> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.</li> </ul>

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

### CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This position description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date