

**POSITION PURPOSE AND PRIMARY OBJECTIVES**

**Purpose**

This role is responsible for providing timely and effective administrative and reception services to support the operational needs of McAuley ward.

**Objectives:**

- To provide an efficient administration function and welcoming reception service
- To provide efficient and effective clerical and administrative support for nursing staff and the CNM
- To improve existing and develop new administrative systems and processes
- To assist with the management and delegated bed allocation and staff resourcing functions
- To ensure patient information is appropriately managed
- Be able to carry out tasks and projects as assigned

**KEY PERFORMANCE INDICATORS (KPIs)**

**PERFORMANCE INDICATORS**

**Perform clerical and administrative duties**

- Responds to telephone calls and enquiries in a polite, helpful and timely manner and in order of priority
- Attends to all photocopying and faxing
- Makes X-Ray appointments and notifies nursing staff of appointment times
- Ensures patient information is correctly stored and confidentiality is maintained at all times
- Keeps electronic whiteboard current
- In collaboration with the CNM use Deputy to support staff resourcing
- In collaboration with the CNM supports an efficient system of patient and bed allocation
- Manages staff uniform acquisition and replacement
- Undertakes administrative functions to support the CNM
- Completes projects and tasks as required to meet the needs of the Ward and support the clinical staff

**Support patient/staff processes**

- Accurately files all patient reports
- Complete weekly stationery orders
- Facilitates the disassembly of notes for all patients on discharge
- Utilises IT systems to admit, discharge and transfer patients
- Manages nurses worksheets and theatre lists
- Supports patient dietary management as required
- Updates telephone directories and information for Ward staff use
- Updates Surgical preferences
- Updates Standing orders/staff lists
- Liaison with support/orderly staff regarding patient appointments and room management (change overs)
- Audits administrative processes and identifies with Clinical staff new and improved ways to do things

<b>Quality &amp; Risk</b>	<ul style="list-style-type: none"> <li>▪ Develops and participates in quality improvement processes to ensure efficiency and effectiveness of processes</li> <li>▪ As required supports privacy, consent and medical records audits</li> <li>▪ Supports the CNM with complaints /incident processes</li> <li>▪ Supports patient feedback process</li> <li>▪ Proactively identify, research, design and develop new administrative systems and processes</li> </ul>
<b>GENERAL</b>	
<b>Personal and professional development</b>	<ul style="list-style-type: none"> <li>▪ Continues to pursue opportunities and enhance knowledge and skills appropriate to the area of work</li> <li>▪ Meets Mercy Hospital skill competency requirements, such as, but not limited to; fire, evacuation and health and safety training</li> <li>▪ Participates in annual performance reviews and personal professional development planning</li> </ul>
<b>Communicate and engage within the organisation</b>	<ul style="list-style-type: none"> <li>▪ Actively organises/positive participation in staff meetings in conjunction with the CNM</li> <li>▪ Provides minute taking support for meetings where required</li> <li>▪ Contributes to a supportive work environment</li> <li>▪ Communicates with patients, families, colleagues and visitors in a professional and culturally appropriate manner</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>▪ Reads, understands and complies with H&amp;S policies and procedures</li> <li>▪ Understands and supports CIMSERT &amp; Emergency Management plan</li> <li>▪ Understands and supports the McAuley fire plan</li> <li>▪ To take all practicable steps to ensure personal safety, and the safety of others, while at work, according to the department's and the Hospital's health and safety policies, procedures and systems</li> <li>▪ Adheres to current infection control practices maintaining a safe environment for both patients and staff</li> <li>▪ Takes initiative and identifies, reports and resolves issues that may cause harm to themselves or others in the organisation</li> </ul>
<b>Support Mercy Hospital in its role as an essential service provider</b>	<ul style="list-style-type: none"> <li>▪ Mercy Hospital is an essential service and as such all staff must make every effort to come to work as long as it is safe to do so</li> <li>▪ Facilitating an emergency plan activation or adverse weather situation may require the monitoring and use of the Company's messaging/communication platform (currently Deputy) In the event of adverse weather or an emergency staff may be required to communicate with others in their department or assist each other with transport</li> </ul>
<b>RELATIONSHIPS</b>	
<b>Reports to:</b> Charge Nurse Manager	<b>Direct Reports:</b> Nil
<b>Internal Relationships:</b> Reception Team, All McAuley Staff, Clinical Shift Leaders, HoD, Team Leaders, Executive Team Members	<b>External Relationships:</b> Credentialed Specialists, Allied Health groups Patients and families, Visitors

## PERSON SPECIFICATIONS

### Skills, Knowledge & Experience

This role would ideally suit someone who has been in a key administration role for at least three years. Ideally in a medical environment and have experience of developing and implementing new processes and systems.

#### Essential

- Knowledge and experience with computer systems e.g. Word, Excel, Databases
- Excellent interpersonal, relationship management and communication skills
- Can easily relate to a wide cross section of people and work well with everyone
- Demonstrates confidence and is able to positively influence the decision making of others
- Ability to undertake multiple tasks simultaneously
- Is highly organised and structured with the ability to undertake project work/systems reviews
- Is able to work independently and use initiative to proactively find solutions to issues
- Has excellent attention to detail

#### Physical Requirements

Standing, walking, bending, sitting, stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing, balancing, crouching, squatting, other reaching.

### Mercy Hospitals Shared Purpose

Exceptional care that makes a difference to our patients and community.

### Mercy Hospitals Values

#### Hiranga - Excellence

We do our best every day, learning continuously.

#### Atawhai - Care

We respond to others with empathy, kindness and expertise.

#### Whakaute - Respect

We interact respectfully with others.

#### Kotahitanga – Collaboration

We work together for the common good.

### Workplace Contribution

Mercy Hospital is committed to its obligations under the Treaty of Waitangi. Employees are required to give effect to the principles of the Treaty of Waitangi - Partnership, Participation and Protection.

#### Health and Safety

Mercy Hospital is committed to achieving the highest level of health and safety for its staff. All employees are expected to take initiative and identify, report and resolve issues that may cause harm to themselves or others in the organisation. As an employee of Mercy, the health and safety of clients and colleagues, as well as your own, is your responsibility. You are expected to work safely at all times, and to actively participate in health and safety programs in your area. It is expected that you will report all accidents or potential hazards to your manager.

To participate in and comply with the requirements of the Health & Safety at Work Act 2015 and associated Mercy policies:

- Work practices ensure safety for self and others
- Advice or assistance is sought before commencing an unfamiliar work practice
- Hazards are identified, control plans documented, and hazards eliminated, minimised or isolated

- Comply with Mercy Hospital incident reporting policy and Health & Safety Policy
- Emergency management procedures and compulsory / compliance education and training completed
- Demonstrates knowledge of the health and safety database

**Personal Responsibilities**

- Respect the Shared Purpose and Values of Mercy Hospital
- Be familiar and with Mercy Hospital policies and procedures
- Be responsible for own ongoing education and skills required in designated role
- Demonstrate an understanding and applicability of confidentiality of information regarding patients, employees and hospital business at all times