



Job Description

Administration Support Position 1 Audiology Department

Position No: 11911-004

Report to: Administration Support (Position 2) Holder
Audiology Team Leader
Allied Health Manager

Main Purpose of Job: To carry out the administrative tasks which are required for the efficient running of the Tauranga Hospital Audiology Department.

Key Tasks Expected of the Job:

- Provides a reception service with a friendly approach demonstrating warmth, sensitivity and cultural respect to patients and families needs
- Portrays a professional approach and maintains a high level of patient confidentiality
- Types and collates all clinicians letters and patients reports
- Receives Incoming calls/action calls and telephone messages as required
- Processes new referrals, create patient files, load relevant patient information onto the network computers and send appropriate waiting list letter to the patients
- Schedule and reschedule patient appointments
- Prepares patient files for outpatient clinics
- Ensure discharged patients files are sent for correct storage
- Faxes, photocopies as required
- Liaises with Audiologists/Audiometrists, Ear Nose and Throat (ENT) Specialists, General Practitioners (GP), Paediatricians, Advisor On

Deaf Children (AODC), Speech and Language Therapists (SLT), Vision and Hearing Technicians (VHT), Hearing therapists, Ear Nurses, Hearing Aid and Equipment Suppliers, Enable NZ, Children's Hearing Aid Found (CHAF)/Special Aid Found (SAF), Additional Outside Agencies such as Child Youth and Family Services (CYFS)

- Maintains basic clinical stock and supplies, including stationary, consumables, disposable insert ear plugs and otoscope tips, batteries, impression materials, etc.
- Works as a member of a patient focused Audiological Team

Health and Safety

You are expected to meet the health and safety requirements set out in BOPDHB policies and protocols and any other requirements set out in the Health and Safety in Employment Act 1992.

Treaty of Waitangi/Cultural Competences

BOPDHB is committed to the principles of the Treaty of Waitangi

Knowledge, Experience and Skills Required:

Essential

- An excellent telephone manner and interpersonal skills
- Commitment to high level of customer service
- Time management skills / organization and team skills
- Ability to work under pressure
- Ability to problem solve
- A positive flexible attitude and ability to cope with change
- Advanced computer skills, including typing and a good knowledge of Microsoft word

Desirable

- Experience with hearing impaired persons and/or families
- Previous medical/ paramedical experience could be an advantage
- Some experience with hospital computer systems, such as IBA and Winscribe

Job Complexity:

- The level of complexity and demands on administrative staff varies on a daily basis. This is in part dependent of the number and workload of the clinical staff on any given day, and also additional factors such as the number of new referrals received.
- The administration support person in the Audiology department is responsible for processing new referrals and appointment scheduling and rescheduling, typing, filing, ordering of basic clinical and office supplies, as well as the general administrative tasks such as being the front like person at the desk and answering the telephones. It is for this reason that the person in this position must be able to multitask, work well under pressure and have great time management skills.

Personal Attributes

- Enthusiastic, bright and cheerful
- Able to display warmth and to empathise with patients and their families
- Ability to communicate and participate as a strong team member
- Positive flexible attitude and the ability to cope with change
- Ability to multi task