



Job Description

After Hours Administration Support

Report To: Clerical and Health Records Manager
Tauranga Hospital

Liaise with: After Hours Duty Managers for procedural and prioritization issues
Administration teams
Clinical staff

Main Purpose:

To provide a high quality after hours administration support function to Whakatane and Tauranga Hospitals' clinical units with the position to be based at Tauranga Hospital.

Role Information and Tasks:

After hours IBA data entry for all clinical units with particular cover being provided as follows:

Surgical and medical units, Whakatane maternity unit and ICU
Tauranga maternity unit

All other clinical units: cover provided as required and when possible

Tasks to include:

Tauranga clinical units: File sorting post discharge of a patient

Principal Accountabilities

1. Excellence in Administration Services

- Coordination of work and data entry is processed in a courteous, prompt and professional manner
- Prioritises work according to urgency to ensure the administration requirements of all units are met in a timely manner
- Communicates effectively with the Multidisciplinary Team to ensure excellent service delivery

2. Effective and Efficient Unit Administration

- Processes IBA data entry with regard to patient movements in a timely and accurate manner
- Processes outpatient bookings as required on discharge of a patient
- Processes data on behalf of all units as requested by the Clerical and Health Records Manager
- Liaises with all clinical units as required for communication regarding task delivery
- Liaises, processes and updates patient information accurately and efficiently as required and prints relevant documentation.
- Files patients reports accurately and in a timely manner, following discharge, collates patient inpatient notes and merges with patient file, sends out discharge summaries
- Accurately “tracks” patient notes when notes move location
- Information is provided in accordance with the provision of the Privacy Act
- Reviews and updates desk file as appropriate
- Ensures office environment and reception areas are maintained in a tidy manner

3. Environmental Safety

- Demonstrates an understanding of the principles of Health & Safety in the workplace, and OSH standards are met or exceeded at all times
- Evaluates environmental safety, completes hazard identification and contributes to the maintenance of infection control standards
- Able to respond appropriately in an emergency
- Ensures that administration equipment and other related support infrastructure, is well maintained in own work area
- Takes responsibility for reading and practising according to relevant BOPDHB policies and procedures and observing the Health & Disability Commission Code of Rights.

4. Cultural Safety

- Acts in accordance with BOPDHB's commitment to the Principles of the Treaty of Waitangi
- Shows a measurable commitment to the Treaty of Waitangi and the principles of partnership, of good faith and is able to verbalise it's impact on their daily practice

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 COMPETENCIES

BOPDHB is committed to the principles of the Treaty of Waitangi

The Person

Essential

- Well organised
- Committed to quality, accuracy and professionalism
- Sense of humour
- Able to and enjoys working across many teams
- Works well under pressure
- High level of computer skills
- A positive and flexible attitude
- Excellent communication skills
- Biculturally proactive

Desirable

- Knowledge of health environment
- Flexibility in relation to days\hours of work
- Willingness to contribute to on-going quality improvement\change processes

Relevant Experience

- Experience working in a hospital environment
- Experience in an administration role