



## Position Description

### Administration Support Clinic Preparation

**Report To:** Clerical & Health Records Manager  
Tauranga Hospital

**Liase with:** Administration Support Team  
Clinical staff  
Outpatients Dept staff

**Position No:** 15911-009

#### Main Purpose:

To provide an efficient and high quality administration service to all customers of the administration support team.

#### Principal Accountabilities

Key Areas Of Responsibility	Expected Outcomes	Performance Measures
File Management Pull notes and prepare for Outpatient clinics Deal with ad hoc requests	Files/Notes pulled and prepared according to specific clinic requirements	No complaints from customers
Ensure clinics are delivered to Outpatient Department to meet specified timeframes.	Protocol met	No complaints from Outpatient Department Manager
Place reports / notes / A&E sheets in files or holding covers if file not available	Filed in correct order File kept tidy	Filing of reports / notes within 72 hours 0% misfiles
Maintain and repair files as necessary	Files kept in good order and repaired as necessary	Tidy files
Answering phones and retrieving health records for ED between the hours of 5.00p.m. and 9.00p.m.	Health records are delivered to ED within acceptable timeframes.	No complaints from ED
Assist with any other tasks as required		

## **The Person**

### **Relevant Experience**

- » Clerical background
- » Computer literate - IBA, MS Word, Excel and Outlook

### **Communication and Interpersonal**

- » Speaks with a smile in his / her voice (always)
- » High level communication skills: articulate, communicate effectively at a range of levels
- » Able to develop rapport with a wide range of people
- » Able to demonstrate cultural sensitivity

### **Personal**

- » Committed to and highly aware of the need for confidentiality
- » Customer orientated
- » Well presented
- » Committed to quality and accuracy
- » Keen to learn and to develop new skills
- » Professional in approach
- » Seeks to enjoy work
- » Flexible
- » A team player

### **Personal Management**

- » Good time management skills
- » Able to cope with a high workload
- » Able to cope with a variety of requests / demands being made in a short timeframe
- » Able to prioritise work requirements
- » Able to perform under pressure
- » Able to handle routine tasks

### **Technical Attributes**

- » Keyboard skills and familiarity with computers
- » Clerical skills - for data recording, filing
- » Ability to utilise phone systems to best advantage
- » Numerical skills
- » Good attention to detail