



Position Description

Third Party Reproduction Administrator

Position Details	
Employee Name	
Position	Third Party Reproduction Administrator
Main Location(s)	Auckland
Reports to	TPR Team Leader
Direct Reports	None
Key Internal Relationships	Doctors Nurse Team Laboratory Team Colleagues FA Leaders CMG
Key External Relationships	Patients Patients families and partners General Public / Visitors Suppliers

Our Organisation

Fertility Associates has experienced sustained success and growth within New Zealand as the leading provider of fertility medicine.

Our people and patients are our priority. Having talented, engaged and passionate people demonstrating care, responsiveness and excellence will result in positive patient experiences, and a workplace that we can all be proud of.

Your role is critical in our ability to deliver fertility services that brings hope for our patients, that is world-leading, and enables growth for our people and business.

Position Purpose

The main purpose of your position is to work collaboratively with the TPR team and other key stakeholders to ensure team objectives & KPIs are achieved. This role coordinates the national third party services through the effective management of clinic donors, personal donors, use of auxiliary services (doctors, nurses, lab staff and counsellors), donor information and frozen donor samples. It assists patients to find NZ based donors; provides patient education; establishes a compassionate environment by providing emotional support to donors and recipients.

Contribution to our Values

CARE is demonstrated by:

- Understanding and respecting the differing needs of patients and colleagues for communication and information.
- Acting with compassion and diligence at all times
- Provides a variety of services to patients and staff of different levels and needs

RESPONSIVENESS is supported/demonstrated by:

- Providing efficient and empathetic first contact services as receptionist as well as other support
- Working positively within a multiple demand work environment
- Supporting colleagues from all teams to provide consistent quality service

EXCELLENCE is supported/demonstrated by:

- Looking for ways to improve service excellence
- Continuous focus on achieving high standards
 - Contributes to KPIs:
 - Impact on patient satisfaction through communication, service, empathy and diligence
 - Impact on the productivity of others through effective and efficient support.

Key Accountabilities	
Patient Administration	Expected Outcomes
<ul style="list-style-type: none"> Respond & process requests to discard frozen gametes and update relevant databases Manage sibling sperm reservations Invoicing of Cryo storage Coordinate shipping of donor gametes & tracking Transfer of donor records 	<ul style="list-style-type: none"> Discards and monthly invoicing are processed on time and in a respectful manner Recipients are provided with ample opportunity to reserve samples for siblings in the future. Shipping recipients are informed, consented, updated and their treatment plans are not delayed External clinics and donors receive complete sets of donor records when requested.
Donor sperm and egg donor Administration	Expected Outcomes
<ul style="list-style-type: none"> Work cooperatively in response to FA's marketing campaigns for donors and recipients Responding to donor enquiries, providing detailed information to donors scheduling & changing appointments (donation visits, screening, doctor, counsellor, nurse) Witnessing and full administration / handling / storage of documents Compiling donor profiles 	<ul style="list-style-type: none"> Donor enquiries are actively managed to meet donor & TPR KPI expectations. Statistical KPI donor data is collected for analysis and customer centric evaluation Donation programs are actively managed to prevent drop out and completion in a timely manner At all times donor records are maintained, concise and transparent to all TPR Team members Profiles are an accurate description of a donor's social and medical information.
Recipient Management	Expected Outcomes
<ul style="list-style-type: none"> Sending information at appropriate points in process Responding to recipient queries & providing progress updates, birth registration letters Monthly reviews of recipients that have reserved donor sperm allocations Family linking requests 	<ul style="list-style-type: none"> Recipients, donors, intending parents and donor conceived people receive timely information at the appropriate stages of their treatment or information seeking journey Donor sperm inventory is managed to maximise efficiency of the donor resource.
Communication & Teamwork	Expected Outcomes
<ul style="list-style-type: none"> Work co-operatively and constructively with other team members to achieve objectives. Quickly builds effective, respectful working relationships with key stakeholders. Goes the extra mile to assist others - proactively helps and supports colleagues. Communicates directly, honestly and respectfully. Avoids gossiping. Actively seeks feedback to improve and gives constructive, respectful feedback to others. 	<ul style="list-style-type: none"> Key stakeholders such as colleagues and patients feel respected, heard, and valued. Team engagement scores in communication and teamwork measures are high. Is clearly valued as a member of the team. Key stakeholders recognise, respect and value how you contribute to the team. Team performance is high, targets are met, and key measures are on track.
Compliance & Continuous Improvement	Expected Outcomes
<ul style="list-style-type: none"> Contribute to the continuous improvement of processes/protocols within FA Follow the company safety policies for personal and patient safety. Seek and use performance feedback to improve own performance Will bring things to others attention/ raise issues of concern. 	<ul style="list-style-type: none"> Incidents that may impact on the safety, wellbeing, or effectiveness of our people or business are reported in a timely manner. Incident and quality reporting seen as process for improvement not 'blame'. Comfortable asking questions, providing feedback, critique and new ideas. All allocated training and compliance tasks are completed within given timeframes.

<ul style="list-style-type: none"> • Supports colleagues - sharing knowledge and experience to help them do things better/more efficiently. • Raise/report/escalate compliance issues or risks using the appropriate channels. 	<ul style="list-style-type: none"> • Compliance issues, complaints and corrective actions are identified, resolved, and reduce in frequency.
Initiative, Accountability & Positive Attitude	• Expected Outcomes
<ul style="list-style-type: none"> • Proactive rather than reactive. Able to avoid mistakes that could/should be anticipated. • Effectively plans and prioritises work in accordance with company and team goals/plans/objectives. • Well prepared and organized. Is punctual and responsive to the workload of others. • Displays optimism and perseveres in the face of setbacks/hurdles. • Actively sets learning/development goals and drives own learning outcomes. 	<ul style="list-style-type: none"> • Achieves accuracy targets. • Finishes all allocated work efficiently and on time. • Works well without supervision. • Positive feedback from patients and colleagues. • Displays a helpful and courteous manner. • Willingly shares learning. • Collaborates with leadership to create learning/development plans and commits to achieving set goals.

Qualifications / Experience / Skills	
Formal Qualifications	<ul style="list-style-type: none"> Secondary
Experience	<p>Desired level of experience in a similar role:</p> <p> <input type="checkbox"/> Entry (0-1 Years) <input checked="" type="checkbox"/> Mid (1-5 Years) <input type="checkbox"/> Senior (5+ Years) </p> <p>Experience in the following is <u>required</u>:</p> <ul style="list-style-type: none"> Must be self-managing Has worked in an office environment Exceptional customer service skills – can communicate warmly and effectively even with patients Office systems Excellent computer skills using the Microsoft suite Sound data entry skills and excellent attention to detail Able to make decisions independently and solve problems without always seeking help Excellent interpersonal skills and proven ability to. create effective working relationships with all staff Culturally competent and sensitive to the needs of others regardless of age, sex, race or religion and relates to people in an open, confident and friendly manner. Demonstrate empathy, tolerance and understanding, especially with distressed patients. Demonstrates effective time management with proven ability to efficiently plan and organise workload to meet service needs. Self-motivated, organised and pragmatic Flexible and resilient Understands the need for and demonstrates professional appearance and standard of dress appropriate to a professional organisation. Can work in a busy multitasking environment Is able to handle pressure well <p>Experience in the following is <u>desirable</u>:</p> <ul style="list-style-type: none"> Medtech or other medical database Is familiar with fertility issues Knowledge of relevant legislations Has worked in healthcare
Systems / IT Platforms	<p>Standard business tools:</p> <p> <input type="checkbox"/> MS Word (Intermediate) <input type="checkbox"/> MS Outlook (Intermediate) <input type="checkbox"/> MS Excel (Intermediate) </p> <p>Other position specific requirements:</p> <ul style="list-style-type: none"> N/A

Review & Approval			
Last Reviewed By:	Jenny Weren	Date:	October 21, 2021
Approved By:	Alisha Patel, Paul Gianotti	Date:	October 22, 2021