**Job Title: Kaitari – Administrator**

**Department:** Hauora Heretaunga – Medical and Dental

**Responsible to: Kaiarahi Hauora - Administration Team Leader**

**Purpose Statement:** To provide effective and efficient administration and reception support to the Medical and Dental Services and its team.

**Values: Kotahitanga:** We are kaupapa driven and work with each other and others to enhance Whānau potential

**Whānaungatanga:** We are customer/whānau driven and actively foster and form positive relationships, partnerships, alliances and connections

**Kaitiakitanga:** We exhibit custodianship and are stewards of our resources to advance the kaupapa

**Whakamana:** We are outcome focused and recognise, respect and uphold mana.

**Relationships: External**

Whānau, patients, HBDHB, PHO, GPs, Dentists, School, Dental Services, Pharmacies, Laboratories, Hauora Sector Stakeholders, Networks.

**Internal**

Hauora staff, TToH Services, Management Teams, Human Resources, Quality and Risk, Administration, Finance

**VCA Role:** Children’s Worker

**Structure:** Refer to Structure Chart

**Key Accountabilities**

***Kaupapa Te Taiwhenua o Heretaunga***

* Contribute to the delivery of effective, integrated, whānau-focused services as part of a team and individually
* Work with manager and colleagues in a respectful and professional manner at all times maintaining focus on the kaupapa, and doing what it takes to advance the kaupapa.
* Develop knowledge of the wider support network that TToH offers whānau, and promote whānau access to that support
* Understand and promote all aspects of the TToH Kaupapa
* Adhere to and apply TToH values in all aspects of TToH’s work
* Participate in TToH kaupapa activities, including karakia, waiata and marae noho
* Take opportunities for cultural development to advance understanding, competence and contribution to the kaupapa
* Participate in TToH systems including the Management Operating System and Tu Kahikatoa performance system, to maintain focus and achievement of performance deliverables
* Adhere to organisational and professional quality standards and work within team to promote continuous improvement of policies, procedures and practices
* Participate in regular peer supervision and/or professional supervision
* Work in a reflective manner and take opportunities for self-development

***Whānau Ora Practice***

* Develop understanding of the communities that TToH works with
* Be responsive to whanau needs and apply a holistic approach to aligning those needs, priorities and aspirations with the care and support they are offered
* Apply Te Ao Māori world view, tikanga and TToH values, to establishing trust, building rapport, and working with whānau
* Set high expectations of success in outcomes for whānau. Empower, motivate, and build whānau capability and connectedness; support whānau toward achieving independence
* Build and maintain knowledge and understanding of TToH values and internal/external channels of care and support available for whānau
* Work collaboratively with other TToH staff to enable the provision of flexible and integrated care and support for whānau
* Build long-term relationships between TToH and whānau through contract activities, values-based support and cultural connection

***Health and Safety***

* Work safely and keep others safe at work, maintaining familiarity with health and safety policy and procedures.
* Promote and participate in health and safety, maintaining a safe workplace, and ensuring that any safety equipment is used correctly at all times.

***Team***

* Become a resource to the integrated Team. Work collaboratively; contribute and share knowledge, skills, abilities to achieve organisation and whānau goals
* Initiate and nurture effective working relationships with team members, experts and networks
* Manage workload in accordance with all relevant standards and contract requirements, meeting assigned milestones and targets
* Carry out assigned duties as directed by Team Leader, remaining flexible and able to carry out different tasks or work in different teams as required
* Prioritise attendance at Team meetings to ensure consistent messaging and understanding, and delivery of care and support to whānau or colleagues
* Provide support and training to others as part of in-service training in areas of expertise

***Assessing, Connecting and Supporting Whānau***

* Engage whānau through referrals and walk-ins using the agreed process and appropriate tools.
* Assist in Te Wairatahi and across other teams with whānau engagement.
* Identify Whānau needs ensuring easy access to services and support
* Listen and identify the needs of whānau and prioritise work to help those with greater needs and a willingness to accept the support.
* Support whānau to develop goals, achieve those goals and, where appropriate, complete.
* Ensure the welfare of children is protected, staying alert to issues and following child protection guidelines where issues arise.
* Work with team to identify the contribution that you and other team members can make to support whānau goal achievement and independence
* Link whānau to appropriate support and help them to connect with and remain connected to their whānau and sources of support
* Ensure whānau get the right support for their needs, referring where your team are not able to meet needs
* Work with whānau in a way that enhances future independence
* Deliver whānau service in a way that is safe, welcoming, friendly, professional and non-judgemental.
* Advocate for, educate and support whānau to achieve goals, helping them find their own voice.
* Assess and observe whānau being alert to safety issues for you, clients or others involved, conducting background checks if safety concerns arise and ensuring that safety issues are updated in information systems promptly.
* Regularly review plan, monitor progress, and follow up on agreements made to support whānau, being alert to difficulties achieving goals or opportunities to review and advance goals.

***Primary Duties and Responsibilities***

***General Administration***

***Patient Administration***

*Enrolments*

* Patient enrolments are managed in accordance with practice guidelines ensuring the enrolment flow chart has been followed accurately
* Patient information is recorded accurately and regularly reviewed and updated
* Patients are fully informed of rights and obligations at time of enrolment and orientation
* Patients have been made aware of fee schedule and rules relating to paying invoices etc.
* Enrolment drop offs are managed within a timely manner ensuring no loss of income due to administrative process failure
* Patient files have been created and filed accurately ensuring integrity of data
* Transfer in and out have been managed according to practice guidelines
* Patient notes have been transferred in and out accurately ensuring business rules have been followed and documentation has successfully been made in PM system

*Customer Service/Reception*

* Consistently sitting on reception ensuring no less than 2 staff are manning the reception area at all times
* Patients are greeted and departed in a friendly and accurate manner
* Overflow of reception telephone calls are promptly and consistently managed
* Accurate messages are recorded and distributed to appropriate staff member
* Patient confidentiality is maintained at all times
* Patients complaints are directed to management if and when presented

*Information*

* Records are readily available, accurate and stored securely
* All incoming and outgoing mail is processed and circulated accurately and promptly
* Filing is processed within one business day
* The compliance requirements of HIPC Act, in relation to retention and storage of patient information files, is managed
* Outgoing communication including scripts are processed promptly and within practice guidelines ensuring no delays for patients and external networks

***Data Integrity***

* + All data within Patient Management Systems (PMS) is accurate and maintained
  + All PMS and data feedback reports are actioned and reported within specified timeframes
  + All forms are consistent and regularly reviewed and updated

***Reporting***

* + All management and funder reports (PMRs, Monthly, Quarterly & Annual) are completed in accordance within timeframes
  + Responding to reporting/query requests from management within timeframes
  + Assistant gathering data as requested to fulfil data requirements for monthly and quarterly reporting
  + Format and manipulate data as needed to provide accurate reporting data to funders

***HR Administration***

* + Staff timesheets, leave, training and professional development records and applications are accurate and processed in a timely manner
  + Staff absences are promptly notified to management
  + Support new staff recruitment and orientation ensuring appropriate scheduling has been put in place and staff member has necessary resources to be able to carry out their orientation and daily duties
  + New staff orientation is organised in compliance with practice guidelines and orientation schedule

***Meetings & Hui***

* + Tahi, Clinical Meetings and stakeholder meetings are scheduled, with agenda and previous minutes supplied prior to meeting
  + Minute taking for clinical meeting ensuring correct record of actions is maintained
  + Powhiri are organised according to organisational standards
  + External attendees have been organised/notified and issued with agenda where needed

***Equipment & Supplies***

* Stock levels of stationery and clinical supplies are kept at an adequate level
* Liaison with purchasing officer with ordering and purchasing of goods
* All office equipment is maintained in good working order
* A register of scheduled maintenance required for medical equipment is maintained and utilised
* Completion of necessary paperwork for approval of purchasing goods and services as required for the practice

Regular restock of clinical areas ensuring resources are available for clinicians and maintained within maximum/minimum levels

***Financial Administration***

*Invoicing*

* + Comprehensive knowledge of pricing, invoicing and claiming is maintained, regularly reviewed and managed
  + All staff are fully aware and consistently applying correct pricing, invoicing and claiming
  + All patients and funders are correctly invoiced for services
  + Regular audits of staff claiming are conducted and reported
  + Outstanding debtor are recovered within allocated timeframes and statements are issued where needed to both patients and account holders

*Payment and Debtors*

* + All payments are accurately and promptly received with any variations are promptly reported to management
  + Daily banking is managed in accordance with Finance Department policy
  + Debts are minimised
  + All outstanding debtors are contacted regularly and reported
  + Correct reconciliation of funding and incoming payments is maintained, any discrepancies are promptly reported to management for follow up
  + Day book is managed accordingly ensuring correct claims have been made
  + Follow up of unpaid claims or invoices and necessary steps taken to ensure no loss of income. Completion of regular audit to avoid back log of overdue payments

***Other Duties and Responsibilities***

*These duties will be carried out on an as and when required basis to provide support and cover to the wider Hauora Heretaunga team.*

***Call Operator***

*Response and Patient Bookings*

* Answer incoming calls within prescribed time frame
  + Handle all enquiries professionally and as efficiently as possible
  + Extract and capture accurate information from the caller
  + Log all calls as prescribed by the engagement centre policies and procedures
  + Work well as part of the team
  + Promote the reputation of both the requested services and the relevant services on each and every call
  + Respond to email enquiries in efficient and timely manner
  + Project friendly, pleasant manner both internally and externally
  + Patient appointments are scheduled accurately and successfully according to appointment scheduling matrix, organisational policies and procedures
  + Patient bookings are consistent with clinician availability, ensuring double bookings are manage appropriately to guidelines
  + Failed To Attends (DNAs) are minimised according to management expectation and are recorded accurately in appointment templates – where possible all patients provided with a pre call reminder
  + Cancellations and Back-Fill are managed promptly and appropriately to ensure appointment books remain at capacity
  + Confidentiality of patient information is maintained and the requirements of the Privacy and HIPC Act are met
  + When providing fill on reception and patient facing, ensure all visitors are received promptly and patients are indicated as arrived in the PM system
  + Rescheduling of appointments when advised by manager and if required e.g. Provider absences and short notice.

*Call duties*

* + Answer all incoming calls within the prescribed time frame
  + Handle all enquiries professionally and as efficiently as possible according to the defined scripts
  + Log all calls as prescribed by the TToH policies and procedures
  + Source requests as prescribed by TToH policies and procedures
  + Work well as part of the practice support team
  + Promote the reputation of TToH and the relevant services on each and every call
  + Adhere to promise when getting back to the caller with information that has been requested
  + Respond to email enquiries in a timely manner
  + Project a friendly, pleasant demeanour both internally and externally
  + Learn the full range of services available to whanau and how they can access each via the Te Waiaratahi hub

***Scheduling***

*Patient Bookings*

* Patient appointments are scheduled accurately and successfully according to appointment scheduling matrix
* Patient bookings are consistent with clinician availability, ensuring double bookings are manage appropriately
* Failed To Attends (DNAs) are minimised according to management expectation and are recorded accurately in appointment templates
* Cancellations and Back-Fill are managed appropriately
* Confidentiality of patient information is maintained and the requirements of the Privacy and HIPC Act are met
* Ensure all visitors are received promptly and patients are indicated as arrived in the PM system
* Rescheduling of appointments when and if required.

*Clinical Rosters*

* Clinical availability and space (rooms, vehicles and mobile unit) are fully utilised
* Clinician appointments are at optimal capacity as per clinician KPIs
* Clinician and locum cover is arranged and approved during staff absence
* Appointment schedules have been arranged to accurately reflect staff availability
* Appointment templates have been closed off accurately and within a timely manner when advised of changes

**Person Specification**

***Essential Qualifications***

* Relevant qualification or experience in administration and file management systems.

***Desirable Qualifications***

* Diploma in Administration Management or Office Systems
* Degree in Business Studies
* Certificate in Health Service Management or Hauora
* Current First Aid certificate
* Child Matters basic training or similar
* Current Full Driver’s License

***Essential Knowledge and Experience***

* Knowledge of kaupapa Māori, tikanga Māori and Te Reo Māori.
* Experienced in administration of health services
* Experienced medical and dental business and quality systems
* Wide knowledge of Ministry of Health, DHB and primary health systems
* Knowledge of health and disability related legislation and compliance standards
* Computer literate – able to use Microsoft Office applications, and MedTech 32 and Titanium patient management systems effectively
* Excellent communication skills – written, verbal and visual.
* Able to de escalate and manage challenging clients
* Able to prioritise and organise workload effectively without supervision.
* Goal and objective focused.
* Consistent, reliable work ethic and able to work independently or as part of a team.
* At least one of:
* Experience in reception and managing incoming calls and room bookings
* Archiving and record keeping

***Desirable Knowledge and Experience***

* A clear understanding of Te Tiriti o Waitangi.
* Service sector relevant skills.
* Experience working effectively with Māori whānau.
* Understanding of issues facing Māori, particularly related to health and socioeconomic issues

**PERSONAL ATTRIBUTES**

***Essential***

* Strong work ethic
* Able to carry out the physical aspects of the role
* Can do attitude
* Team player
* Committed to whānau development
* Confident, Resilient, Resourceful and Flexible
* Committed to learning Tikanga and Te Reo Māori
* Honest and reliable
* Flexible and adaptable
* Self-motivated
* Able to work under pressure