



Position Description

| | | | |
|---------------------------------------|--|--------------------------|--------------------------|
| Position title: | National Clinical Governance Administrator | Date: | January 2025 |
| Reports to: | Head of Clinical Governance | Department: | Clinical Governance Team |
| Number of reports: | Direct: 0 Total (include indirect): 0 | Location: | National Support Office |
| Delegated financial authority: | N/A | Budget ownership: | N/A |
| Level of influence: | Leading self | | |

Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

| Vision | Purpose |
|--|--|
| Our vision is for what we aspire. | Our purpose is why we exist. |
| To help people live their best lives by reimagining healthcare. | To advance the provision of quality healthcare in Aotearoa New Zealand. |

Values and Behaviours

Teamwork: We will work together because we know that a strong team will always outperform strong individuals.

Responsibility: We will take ownership and pride in our work. We will act with integrity and be accountable for our behaviour.

Respect: We will act fairly in a culture of mutual trust and respect.

Aspiration: We will aspire to be the best we can be. We will recognise and celebrate success.

Role Purpose

The role provides administrative support to the Clinical Governance Team, primarily assisting the National Credentialing Coordinator with credentialing processes. Responsibilities include managing the application process for medical specialists seeking new or renewed access to Southern Cross Hospitals, under the guidance of the relevant General Manager. The position ensures a coordinated, consistent, and professional approach to credentialing and access privileges, in alignment with the direction of the National Credentialing Coordinator, Chief Medical Officer, and Head of Clinical Governance while also being flexible to assist with other tasks as required.

Key Relationships

Internal

- National Clinical Governance Team
- General Managers
- National Resource Team

External

- Medical Specialists while completing their credentialing applications.
- Medical Indemnity organisations – checking membership/insurance currency.
- Medical Council of New Zealand – checking APC currency
- External compliance organisations as required e.g., NZ police, Vulnerable Children Checks

Key Accountabilities

Credentialing Applications:

- Initiate credentialing application processes (new invitations and renewals) for medical specialists at the request of the GM.
- Liaise with medical specialists to ensure applications are complete and accurate.
- Communicate with external organisations to verify compliance with policies, currency of Annual Practising Certificates, Indemnity memberships, and Vulnerable Children's Certificate checks.
- Review, check, and prepare credentialing applications for GM and HCGC reviews.
- Support General Managers to ensure timely and complete applications for governance processes.
- Receive reviewed applications with GM recommendations and prepare them for NCGC member review.

- Prepare decision correspondence, update the register, and send signed confirmations to medical specialists and GMs.

Credentialing Administration:

- Ensure credentialing processes comply with relevant legislation, guidelines, and policies.
- Maintain and update the Master Access Register with medical specialist status and application details.
- Escalate credentialing issues to General Managers or the Chief Medical Officer as necessary.
- Monitor, report, and review the credentialed status of medical specialists to support governance and business planning.
- Prepare ad hoc reports as required and provide guidance on credentialing processes to ensure consistency.
- Prepare and send credentialing register to the Medical Council for quarterly communications to meet Memorandum of Understanding obligations.
- Prepare, check, and file all medical specialist documentation for hospital and National Office use.
- Ensure WebPAS and other systems reflect current scopes of practice and credentials.

General Administration:

- Provide administrative support/tasks to the Clinical Governance Team as needed, this may include reports and handling of complaint responses.

Health, Safety and Wellbeing

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities.
- Actively participate where improvements to health and safety at SCHL can be made.

Commitment to the principles of Te Tiriti o Waitangi

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

Commitment to Diversity, Equity and Inclusion (DEI)

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seek opportunities to include diversity, equity and inclusion practices in everyday work.

Commitment to Environment, Social and Governance (ESG)

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

Role Requirements

Experience and skills required:

Education and qualifications required:

- Advanced Microsoft Office skills including Word and Excel

| | |
|---|---|
| <ul style="list-style-type: none"> • Previous roles that demonstrate professional and effective relationship management • Handling confidential and sensitive documents <p>Experience and skills desirable:</p> <ul style="list-style-type: none"> • Knowledge of health sector • Reporting and data analysis, use of Tableau or similar | <ul style="list-style-type: none"> • Proficiency with computer systems to an intermediate level • Understanding of Privacy Act requirements and their application |
|---|---|

| Leadership Attributes | |
|--|--|
| <p>Human Centred Leadership</p> <ul style="list-style-type: none"> • Empathy • Adaptability • Connection <p>Performance Coach</p> <ul style="list-style-type: none"> • Accountability • Engagement • Collaboration | <p>Change Enabler</p> <ul style="list-style-type: none"> • Execution • Energy • Contribution |