



## Position Description

<b>Position title:</b>	Administration Support	<b>Date:</b>	May 2025
<b>Reports to:</b>		<b>Department:</b>	Admin
<b>Number of reports:</b>	Direct: 0 Total (include indirect): 0	<b>Location:</b>	
<b>Delegated financial authority:</b>	NA	<b>Budget ownership:</b>	No
<b>Level of influence:</b>	<b>Leading self</b>		

### 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.
<b>To help people live their best lives by reimagining healthcare.</b>	<b>To advance the provision of quality healthcare in Aotearoa New Zealand.</b>

## Values and Behaviours

**Care First:** Care is at our heart. It's the foundation of who we are and how we approach our mahi. Through genuine manaakitanga, we deliver a quality of care that makes healthcare more human.

**Better Together:** Our strength comes from connection and collaboration – we bring together our diverse skills, perspectives, and experiences in the spirit of partnership and kotahitanga. We all play our part creating better outcomes for everyone.

**Pursue Excellence:** Every day brings a new opportunity to improve, innovate, and excel. We don't settle for 'good enough'. We're here to do our best work, delivering our best care for the people and communities we serve.

## Role Purpose

The purpose of this role is to be a professional and customer focused face to face and telephone first point of contact, responsible for administrative tasks such as handling patient information, revenue processing and organising visitors.

## Key Relationships

### Internal

- Administration Staff
- Hospital Leadership Team
- Medical Specialists

### External

- Patients and their families
- Visitors

## Key Accountabilities

### Administration

- Greet and direct patients, visitors and healthcare professionals
- Answer and screen telephone calls, take messages, and provide appropriate information to phone callers
- Update patient demographics by collecting detailed patient information
- Verify patient's insurance and collect co-pays and deductibles
- Raise invoices, take payments, follow up on aged debtors
- Prepare patient charts prior to their surgery and maintain medical records
- Maintain a clean and welcoming reception area
- Assist in filing and maintaining patient records
- Handle patient queries and ensure high standards of patient satisfaction
- Coordinate with various departments regarding patient inquiries
- Assists hospital team with day-to-day office tasks and provides clerical support as necessary

### Planning

- Activities are planned to meet business needs and the best use of resources
- All aspects of legal compliance that relates to the position are understood
- Participates in planning for implementation of new systems

### Quality & Risk

- Quality auditing processes are supported for all key aspects of service delivery
- Contributes to the overall operational effectiveness of the Southern Cross Hospital

- Incidents are investigated and reported appropriately using the Incident & Reporting Management System
- Identifies risks and reports to Administration Team Lead or Health and Safety Co-ordinator

#### **Performance**

- Assists in optimising the efficiency and economy of the hospital
- Is aware of and assists in the management of cost drivers
- Enhances relationships with internal and external providers
- Works with the team in the implementation of new systems and processes
- Maintains and ensures timely communication with Administration Manager as appropriate
- All office functions are performed according to hospital procedures e.g. invoice management, patient information, patient management systems, finance data inputting etc.

#### **Corporate**

- Supports a strong and positive image of the hospital within the local community and with key internal and external stakeholders
- Maintains a professional appearance and image
- Co-operates with other providers and specialists

#### **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**

<b>Experience and skills required:</b>	<b>Education and qualifications required:</b>
<ul style="list-style-type: none"> <li>• Strong interpersonal skills</li> <li>• Experience working in front line customer service and communication</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft office suite training</li> </ul>

<p><b>Experience and skills desirable:</b></p> <ul style="list-style-type: none"> <li>• Experience working within healthcare</li> </ul>	<p><b>Education and qualifications desirable:</b></p> <ul style="list-style-type: none"> <li>• Relevant tertiary qualification</li> </ul>
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Leadership Attributes	
<p><b>Human Centred Leadership</b></p> <ul style="list-style-type: none"> <li>• Empathy</li> <li>• Adaptability</li> <li>• Connection</li> </ul> <p><b>Performance Coach</b></p> <ul style="list-style-type: none"> <li>• Accountability</li> <li>• Engagement</li> <li>• Collaboration</li> </ul>	<p><b>Change Enabler</b></p> <ul style="list-style-type: none"> <li>• Execution</li> <li>• Energy</li> <li>• Contribution</li> </ul>