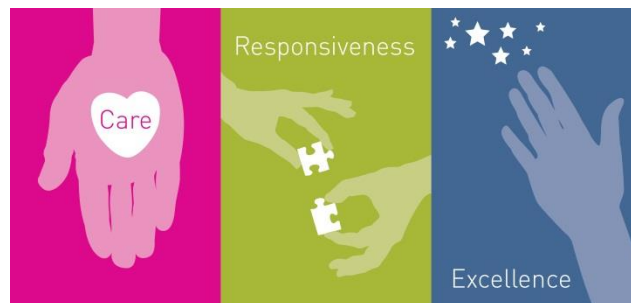




*FERTILITY
associates*

a better understanding
TE RAUHANGA O TE WHARETANGATA



Position Description

Nurse Administrator

2023

Name:			
Position:	Nurse Administrator		
Location:	Fertility Associates Clinics – Auckland, Hamilton, Wellington, Christchurch and Dunedin.		
Reports to:	Nurse TL	Direct Reports:	None
Key Internal Relationships	Nurse Team Doctors Laboratory Team Counsellors Business Support	Key External Relationships	Patients & Partners/Family Other health service providers Laboratory test providers Suppliers for Theatre/Admin

Organisation Context – How the role adds value to FA

The position holder supports positive health outcomes and levels of satisfaction for patient through assisting nurses in their provision of excellence in nursing.

The role has two key areas of contribution. 1) to support the nursing team by undertaking tasks and responsibilities that can allow the RNs to work more directly on clinical issues; and 2) to provide administration support to the nursing team so that information flow and nursing operational processes are smooth, efficient, confidential and providing high levels of patient service.

All people in contact with FA should feel that they have been dealt with in a friendly, responsive, respectful and courteous manner and that all that can be done for them has been done.

Role Overview – Key Contribution

- 1. Supports the value of CARE through:**
 - 1.1. Understanding and respecting the differing patient needs for communication and support
 - 1.2. Acting with accuracy, courtesy and diligence at all times
- 2. Supports the value of RESPONSIVENESS through**
 - 2.1. Providing appropriate and effective responses to patient queries
 - 2.2. Working positively within a multiple demand work environment
 - 2.3. Supporting colleagues to provide consistent quality service
- 3. Supports the value of EXCELLENCE through:**
 - 3.1. Looking for ways to improve service and support
 - 3.2. Continuous focus on achieving high standards
- 4. Contributes to KPIs :**
 - 4.1. Significant impact on patient satisfaction through communication, service, empathy and diligence
 - 4.2. Impacts team engagement through being a positive, collaborative, and supportive team player

Key Goal/Responsibility 1: Filing and Records Management	Expected Outcomes
1.1. Ensure all patient files are collated correctly and stored accurately. 1.2. Ensure record keeping of location of files is updated. 1.3. Track and trace files or information to support nurses/doctors	<ul style="list-style-type: none"> All files are collated correctly prior to filing. Files are filed accurately in numerical order at all locations. Location of files will be stated accurately on MT32. All files retrieved or going to offsite storage will have the location changed effective immediately
Key Goal/Responsibility 2 : Nursing Team Administration Support (working in Nurses Office)	Expected Outcomes
2.1. Answer incoming calls and messages, task the nurse to call back or transfer to appropriate person. 2.2. Follow up on patient queries as appropriate.	<ul style="list-style-type: none"> All callers and visitors welcomed with warmth and courtesy. Prompt and effective message recording or transfer. Accurate records of files and locations in Meditex. Waiting areas all welcoming and tidy.

Name: PD Nurse Administrator Authorised by: HR Coordinator Date issued: 07/09/2023

Reference number: 7107.54

Page 2 of 5

Employee Initials:

<p>2.3. All patient files are collated correctly and accurately – and that location of files are stored correctly.</p> <p>2.4. Record into Meditex patient information as required by the nursing team.</p> <p>2.5. Assist with the management of the Warrant Of Fitness completion by obtaining and entering results from labs.</p> <p>2.6. When required invoice patients.</p> <p>2.7. Keep waiting room area/scan room tidy.</p> <p>2.8. Provide support to the Nurse TL as required in general administrative duties such as</p> <p>2.8.1. Filing</p> <p>2.8.2. Photocopying</p> <p>2.8.3. Updating files</p> <p>2.8.4. Ordering stationery</p> <p>2.8.5. Printing work lists</p> <p>2.8.6. Producing Day 1 paperwork</p>	<ul style="list-style-type: none"> • Scan room well stocked if required. • WOF, Day 1 administration completed quickly and efficiently and saving RN time • Allowing TL to address leadership tasks •
<p>Key Goal/Responsibility 3: Communication and Teamwork</p>	<p>Expected Outcomes</p>
<p>3.1. Demonstrate teamwork through shared problem solving, use of effective communication and consultative decision-making.</p> <p>3.2. Work co-operatively with other members of the team to achieve the team objectives.</p> <p>3.3. Quickly builds productive working relationships with patients and colleagues based on respect and good rapport. Listens well.</p> <p>3.4. Displays a positive viewpoint; sees the good in situations and how they can make things better.</p> <p>3.5. Goes the extra mile to assist others – looks for opportunities to help and support colleagues.</p> <p>3.6. Communicates directly and honestly and respectfully while avoiding being negative, complaining, or gossiping.</p>	<ul style="list-style-type: none"> • Demonstrated interest and understanding is evident in which all aspects of the customer/vendor/colleague situation are considered. • Contributes effectively as a member of the team – helps, supports, shares information, pitches in etc. • Is clearly valued as a member of the team. • Vendors and colleagues find the individual approachable and knowledgeable and quickly obtains credibility. • Views are clearly understood and respected. • Seen as someone who will help out.
<p>Key Goal/Responsibility 4: Quality and Continuous Improvement</p>	<p>Expected Outcomes</p>
<p>4.1. Initiate Quality Reports when appropriate. Critical incidents, complaints, system failures etc, recorded and appropriate initial actions taken.</p> <p>4.2. Contribute to the continuous improvement of processes/protocols within FA</p> <p>4.3. Follow the company safety policies for personal and patient safety.</p> <p>4.4. Seek and use performance feedback to improve own performance</p> <p>4.5. Will bring things to Team Leader/Clinic Manager's attention/ raise issues of concern,</p> <p>4.6. Supports colleagues - sharing knowledge and experience to help them do things better/more efficiently.</p>	<ul style="list-style-type: none"> • QR seen as process improvement not 'blame' • Comfortable about providing feedback, critique and new ideas. • Regular discussions with TL about performance and development. • Asks for help • Learns quickly and applies suggested improvements • Problems and issues are brought to the appropriate people / line manager • Zero patient complaints.



Key Goal/ Responsibility 5: Self-Managed, Positive, Accountable Work Practices	Expected Outcomes
<p>5.1. Proactive rather than reactive. Able to avoid mistakes that could/should be anticipated.</p> <p>5.2. Well prepared and organized. Plans ahead as much as possible. Carries out all responsibilities and action items in a purposeful way.</p> <p>5.3. Is punctual and responsive to the workload of others.</p> <p>5.4. Displays a positive viewpoint; sees the good in situations and how they can make things better – pushes through setbacks.</p> <p>5.5. Able to work confidently and effectively when TL is absent</p>	<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.
Key Goal/Responsibility 6: Self Development	Expected Outcomes
<p>Develop own skills and knowledge through participation in clinic meetings, seminars, workshops and asking for help or coaching.</p>	<ul style="list-style-type: none"> • Willingly shares learning. • Wants to grow and develop

Qualifications / Experience / Skills	
Formal Qualifications	<ul style="list-style-type: none"> N/A
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"> Administration experience managing a number of tasks throughout a day. Customer service or patient support in a front-facing role. Written and Verbal communication experience in a service/health industry, phone confidence is a must-have. <p>Experience in the following is <u>desirable</u>:</p> <ul style="list-style-type: none"> Medical experience ideal but not required.
Certifications / Licence Pre-requisites	<ul style="list-style-type: none"> N/A
Technical / Legislative Knowledge Required	<ul style="list-style-type: none"> N/A
Systems / IT Platforms	<p>Standard business tools:</p> <p> <input checked="" type="checkbox"/> MS Word (Intermediate) <input checked="" type="checkbox"/> MS Outlook (Intermediate) <input checked="" 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:	R Ramakers – CM, M Parris-Larkin – Nursing Director	Date:	September 6, 2023
Approved By:	Nadine Koruna – HR	Date:	September 6, 2023