

Job Description

Administrator Orthopaedic Department

Position Title:	Administrator Orthopaedic Department
Organisation Unit:	Orthopaedic Department
Location:	Whangarei Hospital, Te Whatu Ora – Health New Zealand Te Tai Tokerau (Te Whatu Ora)
Responsible to:	Service Manager, Surgical Services, Te Whatu Ora
Primary Functions of the Position:	<p>To provide high quality support to the Orthopaedic Clinical Director and clinical team as their requests pertain to the priorities of the department with respects to</p> <ul style="list-style-type: none"> • Medical rostering • Documentation relating to leave, claims, credentialling and department policy/protocol • Relevant department meetings and minutes, prompting actions and information gathering ahead of meetings to ensure productivity of time spent <p>Ensuring administrative activities are coordinated in a professional and timely manner, and information systems are maintained, supporting communication between the clinicians and with management team.</p>

Functional Relationships

The PA Orthopaedic Department will develop and maintain excellent relationships with:

Internal	External
<ul style="list-style-type: none"> • Medical Staff • Nursing Staff • Clinical Nurse Manager • Clinical Nurse Specialists • Booking and administrative staff/Medical Records • Radiology Department • Ancillary services staff • Other departmental Hospital staff • Senior management 	<ul style="list-style-type: none"> • Patients and their whanau/families • Primary healthcare providers including Iwi providers • All relevant individuals, agencies and services • Other hospitals

Key Responsibilities and Expected Outcomes

Te Whatu Ora has established a set of values by which the organisation will respond, in part, to achieving its goals and objectives through their workforce. The following Values and supporting statements are expected behaviours of each individual employed with Te Whatu Ora:

Values	Supporting Statement
Tāngata i te tuatahi People First	He whakapapa, he mokopuna, he tamariki, he mātua, he tūpuna. He aha te mea nui. He tāngata, he tāngata, he tāngata Our people are central to all we do
Whakaute (tuku mana) Respect	He whakaaro nui ki ētahi atu We treat others as they would like to be treated
Manaaki Caring	Ko te manaaki – he whāngai, he kākahu, he ropiropi. Akona e te whānau whānui We nurture those around us, and treat all with dignity and compassion
Whakawhitiwhiti Kōrero Communication	Whakawhitiwhiti kōrero i runga te tika, te pono me te We communicate openly, safely and with respect to promote clear understanding and aroha
Te Hiranga Excellence	Kia kaha, kia māia, kia manawa nui Our attitude of excellence inspires confidence and innovation

The position of PA Orthopaedic Department encompasses the following major functions or key result areas:

- Te Tiriti o Waitangi
- Administrative support to Clinical Director and Orthopaedic clinicians
- Administrative support to wider Orthopaedic Department across the clinical areas they function; Theatres, Orthopaedic Ward and Outpatients.
- Quality Improvement
- Information Systems
- Communication and Teamwork
- Resource Management
- Personal Development
- Health and Safety
- Privacy & Confidentiality

The outcome requirements of the above key responsibility areas are outlined below:

Key Responsibility Area	Expected Outcomes
<i>Te Tiriti o Waitangi</i>	<ul style="list-style-type: none">• Contribute to the promotion of the articles and principles of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for their health and independence, within Te Whatu Ora management processes and procedures• Include the articles and principles of Te Tiriti o Waitangi within all aspects of the role and its outcomes• Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Māori in a culturally appropriate and safe manner• Attend the Te Whatu Ora Te Tiriti o Waitangi Training

Key Responsibility Area	Expected Outcomes
<p><i>Administrative support to Clinical Director and department clinicians</i></p>	<ul style="list-style-type: none"> • Prepare, maintain and distribute Orthopaedic Department clinical, non-clinical and on call rosters. Ensure rosters and diaries are updated as required and reflect the up-to-date plans. Communicate final roster and any changes communicated to all appropriate staff members in a timely manner. This will include TI/student placements and any other pertinent information in weekly rosters. • Support RMS Lite system for the department, including daily check/pre-triage of all electronic eReferrals for urgent issues, duplicates, information requests, forward to sub-specialty where relevant, managing any On Hold eReferrals, any software issues etc. • Manage SMO/RMO leave application process including signoff, recording within spreadsheet, roster updates facilitate planning for backfilling lists and clinics in liaison with CD, clinicians and booking clerks • Support the clinical team as an initial reference and point of contact with patient and external queries including all ACC queries. • Schedule and minute where appropriate, department monthly meetings including coordination of and processing clinical audit documentation, combined patient reviews, ad hoc guest speakers and training etc • Schedule and coordinate X-Ray and Peer Review weekly meetings - send out reminders, add cases, input from Radiologist, regards outcomes and dictation etc. • Facilitate eSigning process within department, i.e., initial troubleshooting, ensuring all access is available, systems are up to date and chasing any clinicians where necessary • Process all SMO/RMO expense claims • Facilitate the progression of sarcoma referral forms with clinicians and CNS, in liaison with Radiology and MMH Sarcoma team • Run fortnightly Transfer of Care completion reporting and liaise with House Surgeons to complete where appropriate • Manage missed dictation process in liaison with clinicians, booking clerks, transcriptionists and HCA • Book accommodation and transport for Orthopaedic Outpatient staff where required • Facilitate resolution of miscellaneous issues for SMOs/RMOs, e.g., IT, car parking, payroll, equipment, stationery, dictation issues etc. • Accurate and timely typing and document preparation in line with Northland DHB standards. • Manage inward and outward correspondence within timeframes. • Arrange and minute Orthopaedic SMO Business Meetings in liaison with CD • Maintain electronic diary and files for CD, and electronic files for Orthopaedic Clinicians. • Maintain confidentiality at all times. • Any other duties as identified and directed by the Service Manager, Surgical Services.

Key Responsibility Area	Expected Outcomes
Quality Improvement	<ul style="list-style-type: none"> • Arrange meetings to investigate and resolve incidents as required. • Identify quality initiative opportunities; provide administrative support to assist implementation of new processes and systems.
Information Systems	<ul style="list-style-type: none"> • Liaise and identify with Information Services and Decision Support Services reports required for the department. Provide administrative support in the development of such reports. • Develop a working knowledge of current systems with access to (but not limited to) Dragon Medical (Winscribe); RCP; Health Point; BEIMS & Oracle.
Communication and Teamwork	<ul style="list-style-type: none"> • Demonstrate customer focus with all communication. • Respond to all enquiries with a courteous manner and ensure timely responses.
Resource Management	<ul style="list-style-type: none"> • Arrange travel and accommodation for Clinical Director, Clinicians, and OPD staff as required. • Complete purchase orders for supplies as required.
Health & Safety	<ul style="list-style-type: none"> • Ensure compliance with designated responsibilities detailed in Te Whatu Ora Health and Safety Policy and annual objectives • Promote an environment of physical, occupational, cultural, ethical and legal safety • Observe safe work practices, rules and instructions relating to work, and be pro-active in hazard management • Willingly co-operate in the achievement of all health and safety goals and initiatives by: <ul style="list-style-type: none"> • Practicing and observing safe work methods; • The use of safety equipment; • Reporting unsafe conditions or equipment; and • Reporting and documenting all accidents or incidents • Attend compulsory training.
Privacy and Confidentiality	<ul style="list-style-type: none"> • Undertake all duties and responsibilities in accordance with the Privacy Act 2020, Health Information Privacy Code 2020, and Privacy Policies and Procedures of Te Whatu Ora • Complete mandatory induction training on Privacy responsibilities

Variation of Duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements.

Person Specification

Education and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> • Excellent command of the English language – both written and oral • Computer qualification's that support a high level of competence in suite of Microsoft Office programmes and electronic diary management • Competent and accurate typist 	<ul style="list-style-type: none"> • Medical terminology use (desirable not essential)

Experience

Essential	Desirable
<ul style="list-style-type: none">• Experience in Personal Assistant/Secretarial Role (at a minimum related medical clerical/administrative role)• Demonstrated competence with Microsoft software including Microsoft 365 - Word and Excel and Powerpoint• Excellent keyboard skills, including speed, accuracy, layout and presentation• Proficiency in report and correspondence writing• Understanding of “quality” and the development of a continuous framework• Skilled in problem solving and shows initiative• Ability to take notes and transcribe proceedings of meetings accurately• Maintenance and management of databases	<ul style="list-style-type: none">• Previous experience in the health sector

Awareness and understanding of

Essential	Desirable
<ul style="list-style-type: none"> • Awareness and understanding of Te Whatu Ora Te Tai Tokerau's role and principle objectives. • Privacy Act (2020) and Health Information Privacy Code (2020) • Health and Safety at Work Act 2015 	<ul style="list-style-type: none"> • Te Tiriti o Waitangi and its application to the health setting • Health and Safety at Work Act 2015 • Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996) • New Zealand Council of Healthcare Standards • Privacy Act (2020) and Health Information Privacy Code (2020)

Skills & Personal Attributes

Skills
<ul style="list-style-type: none"> • Experience in Personal Assistant/Secretarial Role (at a minimum related medical clerical/administrative role) • Demonstrated competence with Microsoft software including Word and Excel and Powerpoint • Excellent keyboard skills, including speed, accuracy, layout and presentation • Proficiency in report and correspondence writing • Understanding of "quality" and the development of a continuous framework • Skilled in problem solving and shows initiative • Ability to take notes and transcribe proceedings of meetings accurately • Maintenance and management of databases • Medical terminology use (desirable not essential)

Personal Attributes
<ul style="list-style-type: none"> • Well-developed communication skills • Good organisational skills and initiative • Demonstrated ability as a team player • Flexible, versatile and open to change • Ability to manage stress and maintain workload demands • Sense of humour • Friendly, polite, hard working • General honesty and reliability • Patience and Punctuality • Neatly presented • Motivated • Demonstrated coordination, organisation and prioritisation skills • Excellent time management • Ability to exercise initiative and judgement • Demonstrated commitment to own professional development

Performance Development Review

An initial review of performance will be conducted after three months, with an annual review thereafter.

An individual Development Plan will be developed to reflect the contribution this position is expected to make towards achieving the team's objectives and measures. Key result areas will be developed and agreed at this time.

Authorised by: _____

Signature: _____

Date: _____

Acceptance

Acceptance of the position implies acceptance of this position description.

Position Title: _____

Signature of
employee: _____

Date: _____