

STATEMENT OF ACCOUNTABILITY

Coordinator – Administration & Primary Care

TEAM

Te Nīkau Hospital & Health Centre Integrated Administration Team

ROLE TITLE

Coordinator - Administration & Primary Care

REPORTS TO

IFHC Business & Administration Manager

DIRECT REPORTS

This role has people leadership responsibilities

BUDGET

Nil

OUR CULTURE

At our DHB, we are committed to honouring the Te Tiriti o Waitangi and its principles by ensuring our partnership with Māori are at the forefront of all our conversations. We are also committed to putting people at the heart of all we do, so that we are all supported to deliver world class healthcare to our communities. This means we all behave with honesty, integrity and courage; doing the right thing by each other and our communities. We demonstrate care and concern for our own and others wellbeing. We believe that diversity and inclusion is critical to ensure we deliver the best care for our diverse communities. Therefore, we always respect and value everyone's differences. When making decisions we consider and seek a diverse range of viewpoints, especially those from minority groups.

OUR TEAM

ACCOUNTABILITY

The Te Nīkau Hospital & Health Centre Integrated Administration Team will work in partnership with the WCDHB clinical and non-clinical teams as well as other associated internal and external stakeholders.

The team will have a shared accountability to provide the opportunity for the eligible tāngata (people) of the West Coast to receive quality healthcare services in a way that is equitable, accessible caring and kind.

More specifically the team will be:

- **Providing** support aligned to the DHB policies and procedures, the wider Health System delivery requirements, and the community and whānau within.
- **Maintaining** strict levels of consumer confidentiality at all times.
- **Fostering** a collaborative culture and connectedness across the team, organisation and wider health system.
- **Engaging** with the wider WCDHB team and related external stakeholders to effectively manage work and activity related administration support to clinical services. Utilising and providing feedback on the national and local systems and practices to improve overall long-term delivery of administration services for healthcare.
- **Contributing** to the Wellbeing, Health and Safety of the team.
- **Empowering** others to make decisions to guide service improvement and innovation through strong partnerships, co-design and effective reporting, communication and engagement.

MY ROLE

RESPONSIBILITY

The Co-ordinator Administration & Primary Care is responsible for guiding and coaching the Administration Team to achieve best practice administration standards within Primary Care. They will do this by using their specialist knowledge of Administration & Primary Care services, standards, systems and accreditation. Some examples of the knowledge required relate to Primary Health Organisation (PHO) programmes and expectations; Cornerstone accreditation; primary practice management; fee collection; rural services (e.g. Lake Brunner Clinic).

- Responsible for developing and embedding efficient administrative protocols based on proven models (e.g. lean principles).
- Training Administration Team members to develop their knowledge of services, standards, and systems related to your specialist area.
- Coaching Administration Team members to develop their knowledge of relevant accreditation standards and achieve the required standards (e.g. Cornerstone and HealthCERT).
- Supporting the IFHC Business & Administration Manager with the recruitment and on-boarding of the Administration Team.
- Managing, coaching and assisting team members to set and achieve clear targets, improve their skills, and overcome poor performance (if required).
- Promote a work environment conducive to harmonious work relationships and high staff morale.
- Encourage innovation across the team to provide the right care at the right time in the right place, leading the way in rural health delivery.
- Ensure that any regular reporting is timely and accurate.
- Consult with other leaders to ensure practices are best fit and consistent across the DHB.
- Liaise with the Medical Staffing team (when occasionally necessary) to ensure appropriate medical cover is maintained.
- Work with the health teams to assist in problem solving and ensure communication channels between administration staff, nurses, allied and the doctors are effective and open.
- Work with a range of departments and colleagues to assist in problem solving and ensure communication channels between administration staff, nurses, allied, doctors and others are open and effective.
- Foster a quality-focused environment for staff and consumers by identifying real or potential problems that are likely to impact on the sustainable operation of Te Nīkau Hospital & Health Centre.
- Contribute to the planning of emergency and evacuation procedures and support the Business & Administration Manager to ensure these are in place.
- Participate in and champion Business Continuity Planning (BCP) and preparation.
- Ensure equipment is maintained in a serviceable and cost-efficient manner and planning for replacement as needed.
- Respond to and resolve patients' concerns or complaints using established protocols.
- Ensure systems are available to provide timely and effective communication of services and information to patients and/or WCDHB departments.
- Liaise with external agencies as required.
- Have an understanding of: Te Tiriti o Waitangi, The Privacy Code 1994, The Code of Health & Disability Services Consumers rights 1996, Accident Rehabilitation and Compensation Act 1993, Occupational Health & Safety Act 1992.
- Ensure all quality monitoring audits are completed, recorded and any corrective action taken as needed.
- Operating at all times with a strong and respectful customer service work ethic.
- Be able to fulfil the core duties of a Receptionist-Administrator (refer to the Receptionist-Administrator SOA for the Integrated Administration Team).
- Undertaking other duties as may reasonably be expected with regard to the position.

MY CAPABILITY

To be effective and succeed in this role it is expected the person will have proven capabilities against the Leads People leadership focus:

A person with this leadership focus is someone that either has direct line management responsibilities for team members or coordinates or supervises others. Their core focus is to support, enable and develop our people.

- **Cultural Responsiveness** – works proactively with Māori to uphold the principles of the Te Tiriti o Waitangi and implements the DHB's vision of ensuring equitable outcomes for Maori.
- **Enhancing People Performance** - Improve performance and bring out the best in people; to deliver high quality results for patients.
- **Enhancing Team Performance** - Build cohesive and high performing teams; to deliver collective results that are more than the sum of individual efforts.
- **Achieving Through Others** - Effectively delegate and maintain oversight of work responsibilities; to leverage the capability of people to deliver outcomes for the people we care for.
- **Identifying and Developing Talent** - Encourage and support diversity and build the people capability required to deliver outcomes.
- **Self-Aware** - Understands their impact on others and strengthens personal capability over time.
- **Engaging others** - Connect with people; to build trust and become a leader that people want to work with and for.
- **Resilient and Adaptive** - Show composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
- **Honest and Courageous** - Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the people we care for.

Qualifications, experience, knowledge and skills:

- Experience in Healthcare Administration
- NCEA level 2/3 equivalent.
- Administration / Management Diploma
- Proven leadership and interpersonal skills that motivate others to work towards common goals.
- Experience in change management.
- Experience in effectively managing personnel issues.
- Ability to maintain confidentiality and use discretion.
- Ability to work unsupervised and prioritise workloads.
- Proven problem-solving skills.
- Be culturally sensitive with an understanding of the Principles and Articles of Te Tiriti o Waitangi.
- Be able to produce well written correspondence when required.
- Able to work under pressure and meet deadlines.
- High level of computer proficiency.
- Proven business management skills.
- Commitment to on-going self-development.
- Full Drivers Licence

MY RELATIONSHIPS TO NURTURE

Internal

- Integrated Health Services (IFS)
- Central Management Team
- Te Nīkau Hospital & Health
- Centrefacility staff
- WCDHB staff and services
- Information Services Group (ISG)

External

- Patients
- West Coast Primary Health Organisation (PHO)
- Non-Government Organisations (NGOs)
- Poutini Waiora
- External suppliers
- ACC and accredited employers
- RNZCGP and/or MOH - accreditation

**OUR WELLBEING,
HEALTH AND SAFETY**

At our DHB, we're committed to promoting a culture where our people's wellbeing, health and safety is at the core of everything we do. We're committed to a healthy and safe working environment to enable everyone to return home safe and well every day. We're driving for a positive, inclusive, engaging culture where our people feel safe and engaged in their work.

We know that it's really important to look after yourself, in order to provide the best possible care to our community. We are all responsible for the health and safety of ourselves and each other. We need to work together to ensure wellbeing, health and safety risks do not put our people at risk of harm.

**MY CLINICAL
CAPABILITIES**

Not applicable

The intent of this Statement of Accountability is to provide a representative summary of the major duties and responsibilities performed in this job classification. Employees may be requested to perform job related tasks other than those specified.

Signed on behalf of West Coast District Health Board

I accept the terms and conditions as outlined in this SOA

Date _____

Date _____

Name:

Name:

Position:

Coordinator - Administration & Primary Care

West Coast District Health Board

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