

STATEMENT OF ACCOUNTABILITY

Business & Administration Manager

Health New Zealand
Te Whatu Ora

TEAM	Integrated Administration Team, Northern IHS
ROLE TITLE	Business & Administration Manager – Northern
REPORTS TO	Operations Manager, Integrated Health Services Northern
DIRECT REPORTS	This role has people management responsibilities
BUDGET	This role has budgetary responsibilities limited to recruitment, payroll and procurement.

OUR CULTURE

At Te Whatu Ora Te Tai o Poutini West Coast, we are committed to honouring Te Tiriti o Waitangi and its principles by ensuring our partnership with Māori is 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

As the Manager of the Administration Team, this role has shared accountability for:

- Welcoming our service users and community into our facilities and supporting access to care.
- Guiding integration across reception, administration and telephonic services.
- Engaging in quality improvement processes to ensure timely access to the primary care services provided by Buller Health.
- Ensuring primary care data (e.g. waiting times, patient volumes, DNAs) is captured, reported and acted upon in line with service requirements.
- Working with clinical and operational leaders to explore constraints and implement solutions.
- Creating sustainable systems which enable the Integrated Administration Team to do their best work.

MY ROLE RESPONSIBILITY

The Business & Administration Manager is responsible for leading a team to deliver effective and efficient administration services that enhance the patient experience and meet the ongoing changing needs of the service.

Specifically, the role is responsible for:

- Leading and managing the administration team and culture to deliver support for the services, patients and their whānau in a way that empowers and enables high performance and engagement.
- Effectively managing team workload and resources to deliver the administration support required to maintain patient flow and meet any relevant service plans.
- Embedding a consumer-focus within the team and ensuring that incidents or consumer feedback are responded to and acted on in a timely manner, so that the patient and their whānau are placed at the centre of service delivery.
- Contributing to systems and process enhancements to improve overall service delivery, data integrity and alignment with administrative best practice.

- Monitoring and reporting on team delivery against key metrics, quality standards, process documentation and consistency and acting to implement continuous improvements.
- Contributing to the operational management of the service by providing administrative input to planning, reporting and model of care efficiencies.
- Managing the purchasing of departmental office supplies and supporting facilities development activity to provide an environment that supports effective service delivery.
- Working within established financial management processes to ensure any payments are transacted appropriately and patients are supported to manage their accounts.
- Participating in project activity to support timely, quality and cost-effective delivery.
- Proactively working alongside peers in the Integrated Health Services group and connecting with Coastwide colleagues as directed by the Operations Manager.

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 Te Tiriti o Waitangi and implements the West Coast's vision of ensuring equitable outcomes for Māori.
- **Enhancing People Performance** - Support 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:

- 3+ years experience leading a team
- Exceptional customer focus
- High level of diplomacy and interpersonal skills with the ability to negotiate and influence sensitive issues
- Excellent communication skills, both written and oral
- Experience leading successful improvement initiatives
- Experience managing data and a variety of information systems
- A relevant qualification in business or leadership
- Health sector experience (desirable but not essential)

MY RELATIONSHIPS TO NURTURE

Internal

- Operations Managers
- Department Managers & Leaders
- Clinicians from all professions
- Other West Coast clinical, business and administration staff
- People & Capability Services
- Information Services
- Finance

External

- Consumers and their whānau
- Other health providers
- Vendors and suppliers
- West Coast Health (PHO)
- Other Health New Zealand services, Te Wai Pounamu

OUR WELLBEING, HEALTH AND SAFETY

At Health New Zealand Te Tai o Poutini West Coast, we are 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 is important to look after yourself 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