

CLINICAL ADMINISTRATION ASSISTANT

JOB DESCRIPTION

ORGANISATION UNIT	North Haven Hospice, Clinical Administration
LOCATION	24A Takahe Street, Tikipunga, Whangarei
RESPONSIBLE TO:	Business Manager
DIRECT REPORTS	Nil
PRIMARY FUNCTIONS OF THE POSITION:	To provide effective administrative support to the clinical team. Ensure administration and clinical systems are maintained to facilitate effective management of both the clinical workflow and equipment provision.

FUNCTIONAL RELATIONSHIPS

The Clinical Administration Assistant will develop and maintain effective relationships with:

Internal	External
Heads of departments	Other health professionals
Hospice staff & volunteers	Patients & families/whanau

NORTH HAVEN HOSPICE VALUES

North Haven Hospice has developed a set of values that provide a framework for shaping and building our future. The following values and supporting statements have associated behaviours and there is a clear expectation that all staff will demonstrate these behaviours in their interactions with patients, families/whanau, other staff, and the wider community.

VALUES	SUPPORTING STATEMENT
Integrity <i>Tu Tangata</i>	Integrity requires courage, strength and commitment – it builds trust and trust creates a solid foundation from which respect can grow
Compassion <i>Aroha</i>	Compassion requires partnership and genuine engagement – it is caring and empathy in action
Respect <i>Whakaute</i>	When we treat people with respect we affirm dignity and a sense of self-worth
Excellence <i>Te Hiranga</i>	A culture of excellence inspires confidence, supports learning, and encourages innovation
Teamwork <i>Mahitahi</i>	Teamwork means creating a culture that values collaboration and a belief that better outcomes are achieved if we work together co-operatively and harmoniously
Stewardship <i>Kaitiakitanga</i>	Trustworthiness as an organisation and accountability to the community is shown through the careful management of all resources entrusted to us

KEY RESPONSIBILITIES AND EXPECTED OUTCOMES:

The position of Clinical Administration Assistant encompasses the following key areas of responsibility:

1. Ensure robust administration and clinical systems are developed and maintained to facilitate effective clinical workflow.
2. Effectively collaborate with Clinical Coordinators and Maintenance Person to ensure the use of North Haven Hospice's loan equipment pool is coordinated.
3. Meets core organisational requirements

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

KEY RESPONSIBILITY 1: Ensure robust administration and clinical systems are developed and maintained to facilitate effective clinical workflow.

Expected Outcomes:

- 1.1 Identify and develop effective administration systems for clinical processes, including maintaining a current desk file for position.
- 1.2 Maintain professional, effective and ongoing communication with those working at North Haven Hospice and our patients, family, whanau and carers.
- 1.3 Accurate use and maintenance of the PalCare patient database; following up and updating any missing demographic information on a weekly basis, retrieving information and producing reports as required.
- 1.4 Transcribing, formatting and sending of any clinical correspondence in a timely manner, ensuring accuracy and maintaining confidentiality.
- 1.5 Correspondence for patients (for example incoming or outgoing letters, printed medical records, requests for support) is entered onto PalCare in a timely and accurate manner.
- 1.6 Liaise and develop professional relationships with all external service providers North Haven Hospice collaborates with.
- 1.7 Provide administration support for the Family Support and Living Well teams.
- 1.8 General administrative support as required is provided in a timely manner.

KEY RESPONSIBIITY 2: Effectively collaborate with Clinical Coordinators and Maintenance person to ensure the use of North Haven Hospice's loan equipment pool is coordinated.

Expected Outcomes:

- 2.1 Maintain system and PalCare records for all movement of North Haven Hospice's loan equipment; when new equipment is received, when loaned out, when returned and applicable forms.
- 2.2 Regularly review status of loan equipment pool with Clinical Coordinators and Maintenance person; updating Operations and Business Manager as needed.

KEY RESPONSIBILITY 3: Meet core organisational requirements

Expected Outcomes:

- 3.1 Know, uphold and model the values, philosophy, policies and standards of North Haven Hospice and current recommended best practice standards relevant to the position.

- 3.2 Keep informed about and complies with legal and regulatory requirements including any code of conduct relevant to the position.
- 3.3 Participate in the North Haven Hospice continuous improvement and risk management programme.
- 3.4 Participate in the North Haven Hospice health and safety management programme, acting in accordance with the agreed standards and accountabilities of staff as set out in the Health and Safety policy.
- 3.5 Observe and promote safe work practices and be proactive in hazard management.
- 3.6 Honour the Treaty of Waitangi, respecting the beliefs and values of those who identify as Maori, supporting tikanga practices as they are incorporated into hospice care and services.
- 3.7 Respect the beliefs and values of all people including those of particular cultural, religious, social and/or ethnic groups.
- 3.8 Participate in performance review and development, including attending training relevant to the position.
- 3.9 Act as an ambassador for hospice in the community through work and own social networks whilst maintaining the confidentiality of individuals and not acting or speaking on behalf of or representing North Haven Hospice unless so authorised by the Chief Executive Officer.

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 the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet changing service requirements.

Signed Employee _____ **Date** _____

Signed Employer _____ **Date** _____

CLINICAL ADMINISTRATION ASSISTANT

PERSON SPECIFICATION

QUALIFICATIONS

- Class 1 driver's license.
- Clear Police Check.

EXPERIENCE

Essential:

- Prior work experience and skills in an administrative role, including minute taking; preferably in a healthcare environment.
- Proven ability at Intermediate level in the use of Microsoft Office Programs specifically – Word, Publisher, Excel, Access and Outlook.
- Demonstrated ability to manage time, multiple demands and activities while maintaining accuracy
- Able to demonstrate cultural sensitivity in a multicultural setting.
- Ability to work as part of a team, be self-motivated and work with indirect supervision.

Desirable:

- Experience in the use of PalCare and or other patient management software systems.
- An understanding of the Hospice philosophy and of the work of Hospice in our community

SKILLS AND PERSONAL ATTRIBUTES:

- Positive attitude, friendly manner
- Excellent verbal and written communication skills.
- Honest and able to maintain confidentiality.
- Flexible and open to change
- A good team player
- Self-motivated and resourceful

AWARENESS AND UNDERSTANDING OF:

Health Information Privacy Code 1994, revised edition September 2017

Code of Health and Disability Consumers' Rights

Health and Safety at Work Act 2015

Te Tiriti o Waitangi/Treaty of Waitangi