

Position Description

Position title:	Administrator
Business unit:	Operations
Location:	
Reports to:	Regional Support Services Team Leader
Last review date:	March 2018

“In the first 1000 days we make the difference of a lifetime”

Plunket Strategy

The Plunket Strategy 2016-2021 is focused on making a difference for New Zealand children and whānau in their first 1000 days of life. To achieve this vision, we aim to be a cohesive and great national organisation grounded in evidence and best practice, with the needs of New Zealand families and whānau at the very centre of everything we do.

Overview of Operations Support Function

This role falls within the ‘Operations’ part of Plunket, which holds collective accountability for the delivery of all Plunket services across New Zealand. As a member of Operations, you will contribute to national and local initiatives to ensure the achievement of Plunket’s vision and strategic goals. This will include partnering with key stakeholders, service delivery excellence, innovative service development, revenue stream development and continuous improvement in the quality of our services and how we deliver them.

Purpose of position

To provide dedicated high-quality administration support to the Service Delivery and/or Operational Services teams to enable the achievement of organisational and client outcomes by contributing to the overall end to end service delivery performance.

Dimensions of the position

Responsible to:	Regional Support Services Team Leader
Responsible for:	Nil

Delegations: The position's full delegations are set out in the Schedule of Delegations and may be amended from time to time.

Functional relationships: *To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:*

Internal: (as required)

- Regional Support Services Team Leader
- Clinical Services Manager
- Community Development Managers (CR)
- Clinical Leaders
- Plunket Nurses
- Health Workers
- Regional Admin (Quality & Systems) Coordinator (Northern Region)
- Community Services Leader
- Community Services Team

External: (as required)

- District Health Board
- PHO's
- Ministry of Health
- ECE's, pre-schools, kindergarten centres
- Relevant local community agencies
- Local stakeholders (as appropriate)
- Plunket Clients/Members of the Public
- LMC's

Key accountabilities

(Some will be unique to the position; others will be common across the organisation and level within the organisation.)

Business as Usual

- Maintain a flexible working style, working collaboratively within the team to achieve team goals and activities.
- Act as a central contact point for Well Child information coming into the geographical area
 - including new baby case referrals from midwives, client transfers, ensuring that:
 - Plunket client information systems across (e.g. POND/CRM as relevant) teams are
 - maintained accurately and have a sound understanding of the functionality, procedures/protocols for maintaining the integrity of client information
- Input and update client data, transfer clients, and produce reports
- Ensure that new baby cases and client transfers are processed in accordance with policies and processes, in collaboration with the line manager.

- Ensure that information systems are accurate, up-to-date, effective and efficient and escalate inconsistencies to safeguard data integrity.
- Implement systems, practices and quality controls as directed.
- Run reports for analysis of performance against clinical contracts as required.
- Provide general administration support as required such as managing general correspondence, ordering supplies and stationery, reception duties and general administration support such as filing, printing, photocopying, travel bookings and create/assist with the creation of flyers, posters and other promotional material.
- Support line manager to maintain shared sources of data that support Plunket operations.
- Responsible for engaging with clients to determine their needs and respond to requests for information and refer on as appropriate.
- Manage reception area by providing first point of contact (where required).
- Provide health and safety briefing to visitors (as required) regarding emergency exits, bathrooms etc.
- Coordinate approved system for service delivery Car Fleet allocation and storage as required.
- Maintain fleet information including area car rosters and driver information, signing vehicles in and out.
- Make bookings for fleet vehicles requiring a warrant of fitness, service or repairs as required.
- Work closely with line manager to ensure asset registers are maintained including; scales, mobile phone, computers as directed
- Ensuring that promotional and informational materials etc. for customers and teams are ordered and distributed appropriately.
- Receive and distribute goods
- Ensure any appointment reminders and cancellations or rescheduling of clinics happens in a timely manner as delegated by line manager.
- Contact clients to make, change and remind of appointment times as required.

Leadership

- Participate on working groups and projects as appropriate
- Work across Plunket team, contributing to goals and assisting others to meet the teams goals
- Demonstrate organisational leadership by being a positive agent of change, actively embracing One Plunket principles and role modelling the desired culture and ways of working

Relationship Management

- Able to have difficult conversations, and challenging thinking and behaviours in a respectful manner so as to get the right outcome for the organisation, while also maintaining the relationship
- Partner with other members of People Services, and the wider P&T team to ensure frameworks, policies and tools are seamlessly integrated into other key HR processes

- Partner with Finance and business managers to support business planning and budgeting processes.
- Build and maintain a wide range of connections, both internal and external, and looks for opportunities to facilitate connections between others
- Quickly establish credibility and working relationships to be an effective coach of managers
- Work as an active member of cross functional teams to bring their expertise and experience to organisational problems, and thus develop long term solutions that are outcomes focussed.
- Seek feedback about the service they provide and self-reflect on ways to improve

Health & Safety

- Ensure the workplace is healthy and safe for staff and visitors
- Actively lead and promote Plunket health and safety policies and procedures
- Ensure national policies, processes and guidelines are adhered to

Position description and scope of duties

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be from time to time assigned following consultation.

Once appointed a programme of work will be developed with the appointee that will set out the specific tasks and time frames to achieve the key deliverables for this position. Progress will be monitored through Plunket's Performance and development programmes.

Person Specification

Background & experience

- Strong experience in administration roles preferably in Health or Clinical environment.
- Experience working with Patient Information Systems and/or Client Information Systems, is desirable.
- Experienced in managing multiple diaries.
- Exceptional data entry and accurate and efficient keyboard skills.
- Experience maintaining integrity of data and client information to ensure client records are maintained in a complete, accurate and secure state.
- Proven ability to provide administrative support in a timely, appropriate way and in accordance to Plunket's policies and procedures.
- Holds a current Driver's Licence and a willingness to drive both manual and automatic Plunket owned vehicle as required within the Area.

Skills

- Intermediate to Advanced Microsoft Office suite skills and experience using Patient Information Systems /Client Information Systems.
- Well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure.
- Excellent relationship and customer focus skills.
- Excellent written skills.
- Able to engage and interact with, and act as a conduit between a wide range of internal and external stakeholders to build and maintain effective working relationships.
- Demonstrable initiative, adaptability and ability to work across multiple teams.
- Motivation and initiative to take responsibility for the management and delivery of multiple and conflicting priorities.
- Ability to problem solve and exercise a high level of judgment to ensure work and tasks are allocated and completed by the relevant person, within expected timeframes to the required standard

Competencies

ACE-Ability

Plunket's behavioural competency model is made up of three dimensions of personal behaviour - Connection to Plunket, Adaptability and Emotional Maturity.

Adaptability

❖ Thinking

- Is comfortable with complexity - understands alternative worldviews
- Can see beyond face value to identify new, sustainable opportunities
- Keeps perspective and is pragmatic and solutions focused
- Able to accept and work with ambiguity and change

❖ Interpersonal

- Is committed and capable of expanding professional/social networks
- Is strong enough to confront and deal with difficult people/issues
- A self-starter who can support and motivate key managers and staff

Connection to Plunket's Direction

- Has a high level of energy and commitment to achieving Plunket's vision
- Has a broad range of engagement
- Is committed to adapting and improving their own practice
- Is committed to growing the business and developing relationships

Emotional Maturity

- Is non-reactive and objective and maintains a high level of integrity
- Understands the degree of influence in their role
- Understands own limitations