



Position Description: Administrator

Key Areas of Accountability:

Area of Accountability	Expected Results
To provide support to the nursing team with the cardiology patient booking and admission process	<ul style="list-style-type: none"> • Follows agreed cardiology patient admission process • Assists with booking of patients on to lists as directed • Manages all communication with staff, clinicians and patients in a courteous and efficient manner • Ensures patient and associated information is accurate, up to date and available in appropriate hospital systems for patients and clinical staff • Ensures patients are aware of insurance and payment requirements ahead of scheduled surgery • Assists with delegated ordering duties
To provide support to the finance team	<ul style="list-style-type: none"> • Ensures relevant information regarding payment is recorded on patient admission documentation and patient management system
Interpersonal Relationships/Leadership and Teamwork	<ul style="list-style-type: none"> • Develops and maintains strong relationships with all customers • Responds promptly and appropriately to clinician requests and seeks advice from clinical managers when appropriate • Appreciates and respects the contribution of others within the team. • Contributes positively to the goals of the team and the organisation. • Communicates honestly and openly with other team members. • Fosters co-operation across clinical and administrative groups. • Models St George's values.
Quality Improvement	<ul style="list-style-type: none"> • Participates actively in quality improvement activities. • Initiates, participates in and evaluates audits and uses outcomes to improve service provision. • Participates actively in the maintenance of the ACC Workplace Safety Management standard. • Documents and reports accidents and incidents accurately in accordance with St George's policies. • Participates actively in quality assurance programmes and audits, to monitor and improve standards of care, completing requested documentation and audit activities within specified timeframes. • Supports continuous quality improvement.
Professional Development	<ul style="list-style-type: none"> • Identifies own learning requirements / deficits and develops a plan in conjunction with Manager to redress these. • Fosters an environment conducive to learning, enquiry and research. • Participates actively in the performance review process
Organisational Culture	<ul style="list-style-type: none"> • Fosters co-operation across the organisation. • Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for customer focus. • Maintains confidentiality in respect to St George's operations, business, employees, clients and patients. • Adheres to St George's policies and procedures. • Assists in facilitating positive inter-departmental relationships.
Cultural safety and Te Tiriti o Waitangi To promote cultural awareness within St George's Hospital	<ul style="list-style-type: none"> • Understands and has knowledge of the Te Tiriti o Waitangi and its implications for health. • Collaborates with colleagues regarding the integration of Te Tiriti principles of partnership, protection and participation in practice



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Area of Accountability	Expected Results
	<ul style="list-style-type: none"> • Displays a willingness to work positively with organisational strategies to improve outcomes for Māori • Promotes an awareness of cultural differences amongst staff and patients (e.g. beliefs, gender, sexual orientation or disability) and the impact that beliefs and values have on practice
Health & Safety	<ul style="list-style-type: none"> • Complies, as far as is reasonably able, with any reasonable instruction that is given to allow St George's to comply with legislated Health and Safety at Work requirements • Cooperates with any reasonable policy or procedure relating to health or safety at the workplace • Ensures compliance with hospital security requirements and is vigilant in all matters of security • Participates in Health and Safety training as required by St George's
Organisational effectiveness Contributes to the cost effectiveness and changing needs of the hospital business	<ul style="list-style-type: none"> • Looks for ways and means to actively and effectively promote cost effectiveness.
Other Duties	<ul style="list-style-type: none"> • Undertakes other duties as requested from time to time • Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures.

Qualifications, Experience and Personal Qualities

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • NCEA 2 or equivalent 	
Experience & Knowledge	<ul style="list-style-type: none"> • Customer liaison and office administration experience. • Previous data entry experience • Able to competently use relevant software systems 	<ul style="list-style-type: none"> • High level of computer skills
Personal Attributes	<ul style="list-style-type: none"> • Courteous friendly demeanor • Excellent time management, attention to detail, and ability to prioritise • Ability to be discreet and maintain confidentiality at all times • Ability to think creatively • Ability to relate well with all staff and clinicians. • Analytical approach to problem solving • Ability to maintain a high degree of accuracy 	

Agreed by:

Signed: _____
Employee

Date: _____

Signed: _____
Hospital Manager

Date: _____