



Position Description: Transcription Medical Administrator

Business area: Cancer Care Centre

FTE: As per Conditions of Employment

Reports to: Administration Team Leader

Our Vision	Leading cancer care in Aotearoa – we bring inspiration and innovation together to positively impact the lives of New Zealanders.
Our Mission	To be the patient's choice for world class cancer care delivered by people with passion.
Our Values	<p>Excellence</p> <ul style="list-style-type: none"> We deliver outstanding care to our patients with a focus on continuous improvement. <p>Resilience</p> <ul style="list-style-type: none"> We are flexible and responsive to the needs of our patients and our people. <p>Collaboration</p> <ul style="list-style-type: none"> We work in partnership with our patients, their whanau, and our staff. <p>Integrity</p> <ul style="list-style-type: none"> We act with authenticity and to the highest standard of performance and conduct.

Position Objective:

- To deliver an exceptional transcription service for the patients and staff of the Cancer Care Centre
- To be familiar with and comply with the mission vision and values of St George's Hospital and St Georges Cancer Care Centre

Functional Relationships:

Internal:	External:
<ul style="list-style-type: none"> General Manager – Cancer Care Patient Coordinators Consultant Oncologists Radiation Therapy Manager Medical Oncology Manager Chief Physicists Registered Nurse Information Technology Staff Receptionists & Medical Transcriptionists All other St Georges Hospital & Cancer Care Centre Colleagues 	<ul style="list-style-type: none"> Cancer Society CDHB Oncology Service Christchurch Radiology Group (CRG) Other Cancer related organizations and referrers Insurance companies Elekta MOSAIQ team



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Key Areas of Accountability:

Area of Accountability	Expected Results
Medical Transcription	<ul style="list-style-type: none"> • Dictaphone typing - transcribe clinical letters • Processing of letters • Actions as required from letters i.e.: clinic appointments • Liaise with booking coordinators, consultants, and external parties to ensure timely processing of work • Develop and maintain templates as required for transcription work • Ensure flow of referrals is maintained in a timely manner
General admin duties	<ul style="list-style-type: none"> • Supporting the admin reception team when needed • Scanning documents • Processing mail • Other duties as required
Interpersonal Relationships/Teamwork	<ul style="list-style-type: none"> • 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 / St Georges Cancer Care Centre values. • Raises any items of importance and provides regular updates to the Administration Team Leader.
Professional Development	<ul style="list-style-type: none"> • Undertakes responsibility for meeting all the mandatory requirements of the Organisation. • Identifies own learning requirements and develops a plan in conjunction with manager to redress these. • Maintains own mandatory training updates • Participates actively in the performance review process. • Fosters an environment conducive to learning, enquiry and research.
Quality Improvement	<ul style="list-style-type: none"> • Participates actively in and supports quality improvement activities • Initiates, participates in and evaluates audits and uses outcomes to improve service provision. • Participates actively in Ministry of Health Certification process.
Organisational Culture	<ul style="list-style-type: none"> • Promotes harmonious working relationships within the Cancer Care Centre and wider organisation. • Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for a "customer focus". • Assists in facilitating positive inter-departmental relationships. • Maintains confidentiality in respect to St George's operations, business, employees, clients and patients. • Adheres to St George's policies and procedures.



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Cultural understanding, safety and Te Tiriti o Waitangi	<ul style="list-style-type: none">• Demonstrates an understanding of and commitment to our responsibilities of Te Tiriti o Waitangi .• Respects diversity of culture, this may include age, gender, sexuality, ethnicity, culture, disability, or beliefs.
Health & Safety	<ul style="list-style-type: none">• Complies with and supports all health and safety policies, guidelines and initiatives.• Ensures all incidents, injuries and near misses are reported in the St George's H&S reporting tool.
Organisational effectiveness	<ul style="list-style-type: none">• Sets appropriate priorities for workload. Demonstrates the ability to proactively manage workload and varying priorities.• 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.



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Qualifications, Experience and Personal Qualities

▪	▪ Essential	Desirable
Qualifications	<ul style="list-style-type: none">• NCEA 2 or equivalent in English	
Experience & Knowledge	<ul style="list-style-type: none">• Medical Secretarial/admin experience• Accurate and fast dictaphone typing (70wpm)	<ul style="list-style-type: none">• Oncology specific administrative work• MOSAIQ patient management system• Private health experience
Personal Attributes	<ul style="list-style-type: none">• Excellent communication skills• Flexibility with hours and workload to meet the needs of the service• Empathy• Efficient and effective time management skills• Professionalism and attention to detail• Adapt at managing multiple pieces of work and is able to prioritise	