

POSITION DESCRIPTION

Position	Administrator Support - Growth
Date	January 2025
Primary purpose of position	<ul style="list-style-type: none"> Support the lead administrator and the delivery of ACC contract services
Responsible to	Head of Services Growth
Functional relationships	CEO Managers, QE Staff Contractors Clients
Hours of work	0.5FTE –

Key Focuses:

- Work alongside the lead administrator to schedule service delivery throughout each stage of the service pathway.
- Ensure that clients' treatment plans are accessed and followed in compliance with contract requirements.
- Manage client information in accordance with QE Health policy and ACC contract requirements

Accountabilities

Client Services	<ul style="list-style-type: none"> Schedule and confirm appointments, for clients, ensuring accuracy and timeliness. Maintain and update the booking system or calendar, resolving any conflicts or issues that arise. Communicate with clients to confirm details of their bookings, reschedule as needed, Ensure appointment reminders are completed in a timely manner Ensure referral spreadsheets are accurately maintained with required information. Apply for pre-approvals and purchase order numbers Accurately input and update booking information into PMS, ensuring all client and service details are correctly documented. Assist with general administrative tasks, including responding to inquiries, filing, and supporting the team with other office duties. Address and resolve any booking issues, cancellations, or conflicts promptly and efficiently. Work closely with other departments or teams to ensure services are delivered on time and according to client needs Manage accommodation room bookings as required for service delivery requirements
Customer Service	<ul style="list-style-type: none"> Communicate with staff and patients in a friendly clear, effective and helpful manner.

	<ul style="list-style-type: none"> • Resolve client queries
Provide Administrative Support to Staff	<ul style="list-style-type: none"> • Provide support to other administration roles, in particular assisting for both planned and unplanned absences. • Provide cover to Frontline Customer Service Administration role as required.
Information Management	<ul style="list-style-type: none"> • Managing client referral information and accessing additional information where required. • Maintain accurate and appropriate patients/client records electronically. • Prepare written material within QE Health guidelines and utilise HCC templates, including letters, emails and facsimiles. • Scan and save client documents to the correct client as and when required. • Enter, update statistical data accurately into nominated third party database. • Enter, update and retrieve required electronic patient information. • Navigate and use multiple QE Health computer applications. • Access information to maintain knowledge of business change and updates. • Utilise Microsoft TEAMS platform to collaborate with the wider QEH team.
Self-Management	<ul style="list-style-type: none"> • Maintain a timely service to all patients/clients • Manage your time to adhere to daily rosters • Maintain self-development using available resources, identify and suggest developmental training needs. • Be adaptable and respond appropriately to on-going changes. • Maintain business standards for behaviours and professionalism and adhere to the QE Health Administration dress standard. • Manage your personal health and wellbeing, including complying with scheduled work breaks and workplace health and safety requirements. • Maintain up to date desk file and required reference materials
Health, safety and risk management	<ul style="list-style-type: none"> • Ensures safety practices are followed to ensure staff and client safety
General	<ul style="list-style-type: none"> • Support Frontline Customer Service to provide cover as necessary • Other duties as may be reasonably assigned to this position and for which the position holder has received adequate training or instruction. • Participate in in-services and professional development.

Capability Requirements

Key Competencies (Experience, Skills and Knowledge), and Qualifications

- Experience in administration or a customer service role, preferably in a booking or scheduling capacity.
- Strong organizational and multitasking skills, with the ability to manage multiple priorities effectively.
- Excellent written and verbal communication skills.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook) and experience with patient management systems (PMS).
- Ability to work independently and as part of a team, with a positive and proactive attitude.
- Strong attention to detail and accuracy in managing bookings and client information.

Key Personal Attributes

- Show initiative and organisational skills.

- Works through tasks until completion with the ability to reprioritise as necessary
- Collaborative approach to working as part of a team, treats people with respect and with empathy
- Clear communication
- Demonstrates cultural sensitivity, inclusivity supporting diversity.
- Able re-prioritize tasks based on changes to needs and queries
- Contributes to continuous quality improvement in QE Health-wide service delivery.

Legal and Ethical Responsibilities

- Acknowledges own personal beliefs and values and works in a way that respects the right of others to hold their own personal beliefs and values.
- Operates within the intent of the Treaty of Waitangi by demonstrating cultural awareness through partnership, protection, and participation.
- Complies with patients/staff confidentiality and privacy regulations.
- Challenges practices that could compromise patients/staff safety, dignity or privacy.
- Recognises expectations and limitations of own practice, ie scope of practice.