

## JOB DESCRIPTION

# Administrator Clinics

**ROLE TITLE**

Administrator Clinics

**SECTION/DIVISION:**

Shared Services Division, Operations Services, Client Services

**REPORTS TO:**

Lead Administrator Client Services

**DIRECT REPORTS (FTE):**

Nil

**INDIRECT REPORTS (FTE):**

Nil

**PRIMARY PURPOSE OF THE ROLE:**

Provide effective and efficient administration support to staff, students and patients in clinics operated by the University.

The role is part of the Shared Services team, flexibly providing administrative services, across the University. A strong customer service focus is critical to success in this role.

**ACCOUNTABILITIES:**

Provide a wide range of administrative support for clinics. Including providing reception services; patient registration and updating information; booking appointments for patients; operating waitlists and appointment rosters for students and clinicians; processing internal and external referrals; assisting clinicians with reporting; utilisation of computer software systems; maintaining patient records, auditing staff and student billing coding and billing patient's for services received; receipt payments. Provide general administration support for clinical staff and students within the clinics. Undertake external agency processes such as ACC claims registration, processing and management; and liaison regarding patient, treatment and payment enquiries. Undertake outbound call campaigns to patients/students; document customer complaints and resolve/escalate, as appropriate.

Provide general administrative support which may include diary management; document drafting; gather, collate, prepare and/or produce information, materials and documents; receive, sort, distribute and upload, digital and non-digital correspondence and documents; maintain an effective record management system (filing, retrieving, archiving, retention) in accordance with legal requirements; identify and log building and office equipment (e.g. photocopier) maintenance requests; organise courier services; locally based events and meeting coordination and support; use University systems to update databases, extract data, provide reports, and other relevant data.

Perform local processing of accounts/finance related tasks (e.g. liaising with the finance teams regarding overdue accounts, payment plans and reconciliations) and purchasing tasks (e.g. initiating purchase orders, monitor office and kitchen supplies; receipt inwards goods).

Respond and attend to enquiries in a professional and timely manner, providing accurate information, and referring more complex matters as appropriate.

Provide information or advice to the unit on relevant policy and procedure and be a sounding board for the Head of the unit regarding new initiatives and general issues.

Confidential management of patient records.

In conjunction with the supervisor, work collaboratively with Ask Otago and the broader Shared Services Division, to deliver an integrated and seamless suite of services that provide excellence in the customer experience.

Perform DHSO, first aid and/or fire warden duties (if required).

**KEY RELATIONSHIPS:** Internal  
 Staff and students in the work area  
 Advisory and operational support services  
 Shared Services units

External  
 Patients and public  
 External agencies such as ACC, DHBS

**QUALIFICATIONS & EXPERIENCE:** Essential  
 NCEA (min Level 2) or equivalent recognised qualification.  
 2+ years' experience working in a busy administration role where confidentiality and high levels of customer service delivery are expected.

Preferred:  
 Tertiary qualification.  
 Experience of working in a clinic environment.  
 Experience in using patient booking systems.

**TECHNICAL SKILLS AND KNOWLEDGE:** Experience in using patient booking systems an advantage as is an understanding of legislation relevant to patient services.  
 Essential: Proficiency in the Microsoft suite of programmes; well-developed keyboard and word-processing skills.

**SPECIAL REQUIREMENTS:** Contribute as part of a network of Shared Services staff, to provide suitable coverage during periods of leave and peak period activities.  
 May be required to perform duties at different workplaces or locations across the campus.

**DIRECT BUDGET ACCOUNTABILITY:** Authorises minor expenditure from another person's budget in accordance with University financial delegations.

**HEALTH AND SAFETY:** Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

**SUSTAINABILITY:** Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

**CAPABILITY FRAMEWORK:**

Capability Group	Capability Name	Level
<b>ENGAGE</b>	Communicate Effectively	Intermediate
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
<b>ENABLE</b>	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
<b>PERSONAL ATTRIBUTES</b>	Display Resilience and Courage	Foundational
	Act with Integrity	Intermediate
	Manage Self	Foundational
	Value Diversity	Foundational
<b>LANGUAGE AND CULTURE</b>	Te Reo	Foundational
	Tikanga Māori	Foundational

## CAPABILITY FRAMEWORK DESCRIPTORS

### Administrator Clinics

#### ENGAGE

Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
INTERMEDIATE	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
<p>Focus on key points and speak using plain language</p> <p>Clearly explain and present ideas and arguments</p> <p>Display active listening and ask appropriate, respectful questions</p> <p>Write fluently and communicate routine technical information clearly avoiding unnecessary use of jargon</p>	<p>Understand the importance of quality customer service</p> <p>Proactively help customers understand the services that are available</p> <p>Take responsibility for delivering timely services which meet customer requirements</p> <p>Keep customers informed of progress in a timely manner and seek feedback to ensure their needs are met</p> <p>Show respect, courtesy and fairness when interacting with customers</p>	<p>Work as a supportive and co-operative team member, share information and acknowledge others' efforts</p> <p>Respond positively to others who need clarification or guidance on work activities</p> <p>Step in to help others when workloads are high</p> <p>Keep team and supervisor informed of work tasks</p>	<p>Utilise facts to support claims</p> <p>Help to find solutions that contribute to positive outcomes</p> <p>Respond to conflict without worsening the situation and refer to a supervisor where appropriate</p> <p>Know when to withdraw from a conflict situation</p>

#### ENABLE

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
<p>Complete own work tasks under guidance, within set budgets, timeframes and standards</p> <p>Take the initiative to progress own work</p> <p>Identify resources needed to complete allocated work tasks</p> <p>Seek clarification when unsure of work tasks</p>	<p>Plan and coordinate allocated activities</p> <p>Re-prioritise own work activities on a regular basis to achieve set goals</p> <p>Contribute to the development of team work plans and goal setting</p> <p>Understand team objectives and how own work relates to achieving these</p>	<p>Find and check information needed to complete own work tasks</p> <p>Identify and inform supervisor of issues that may impact on completion of tasks. Escalate more complex issues and problems when these are identified</p> <p>Share ideas about ways to improve work tasks and solve problems</p> <p>Suggest improvements to work tasks for the team</p>	<p>Take responsibility for own actions</p> <p>Be aware of delegations and act within authority levels</p> <p>Be aware of team goals and their impact on own work tasks</p> <p>Escalate issues when these are identified</p>



## PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience and perspectives</i>
FOUNDATIONAL	INTERMEDIATE	FOUNDATIONAL	FOUNDATIONAL
<p>Be open to new ideas and approaches</p> <p>Offer own opinion, ask questions and make suggestions in an appropriate manner</p> <p>Be willing to adapt to new situations</p> <p>Do not give up easily when problems arise</p> <p>Stay calm in challenging situations</p>	<p>Represent the organisation in an honest, ethical and professional way and support a culture of integrity and professionalism</p> <p>Understand and follow legislation, rules, policies, guidelines and codes of conduct and help others to understand their obligations for compliance</p> <p>Recognise and report misconduct and inappropriate behaviour</p>	<p>Be willing to develop and apply new skills</p> <p>Show commitment to completing work activities effectively</p> <p>Look for opportunities to learn and improve own performance seek feedback from colleagues and stakeholders</p> <p>Demonstrate a motivated attitude to work activities</p>	<p>Acknowledge and be responsive to diverse experiences, perspectives, values and beliefs</p> <p>Be open to the inputs of others</p> <p>Work to understand the perspectives of others</p>



## LANGUAGE & CULTURE

Te Reo	Tikanga Mā ori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the work place</i>
FOUNDATIONAL	FOUNDATIONAL
<p>Use te reo Māori words and greetings in an appropriate way in the work place</p> <p>Endeavour to use and pronounce Māori words correctly</p> <p>Actively participate in training and development opportunities that increase own te reo Māori language capability</p>	<p>Understand the University's Māori Strategic Framework and its relevance for own work</p> <p>Demonstrate some awareness of Māori customs, values and beliefs</p> <p>Has some knowledge of Te Tiriti o Waitangi</p> <p>Actively participate in training and development opportunities that increase own understanding of tikanga Māori and knowledge of Te Tiriti o Waitangi</p>