



SERVICES COORDINATOR

- POSITION TITLE:** THL Services Coordinator
- RESPONSIBLE TO:** THL Clinical Services Manager
- RESPONSIBLE FOR:** Ensures operational day to day smooth running of the THL integrated services and maintenance of robust business and administration activities.
- HOURS:** 40 hours per week
- RELATIONSHIPS:**
- Internal**
 - THL employees
 - WRHN employees and service managers
 - THL company governors
 - External**
 - THL patients, families & community
 - Iwi providers
 - Whanganui DHB
 - External auditors
 - Contract funders and providers
 - Legislative agencies
 - Miscellaneous Debtors & Suppliers
- PRIMARY OBJECTIVE:**
- Supports the Clinical Services Manager (CSM) and other team members to ensure that THL services have the support and resources available to function smoothly
- Ensures provision of administration, business, and continuous quality improvement on behalf of THL that meets the objectives of the CSM and Board of Directors which are inclusive of but not limited to excellent customer service, cultural safety and service viability and sustainability
- DELEGATIONS:**
- Provision of management and leadership to the Administration team.
 - Change management requirements are identified through audit and education provided accordingly
 - Petty Cash Management and Cash float management within policy parameters
 - Secondary signing authority, purchasing, timesheets within policy.
 - Debt and credit note management
- ESSENTIAL QUALIFICATIONS AND SKILLS:**

- Relevant business, quality or management qualifications
- 2 years or more experience in relevant business, quality and/or management role
- Valid and full driver's license
- Competency in relevant software packages including as Microsoft Word, Excel, MYOB and Medtech Evolution Practice Management system (or proven evidence of quick to learn)
- Demonstrated ability to develop and maintain relationships and be an effective team player
- Excellent time management skills
- Proven written communication skills
- Ability to work autonomously and to be outcome focused
- Demonstrates an awareness and knowledge of relevant legislation (e.g. te Tiriti o Waitangi, Code of Health and Disability, Health Practitioners Competence Assurance Act, Privacy Act, Health and Safety at Work Act 2015).

DESIRABLE QUALIFICATIONS AND SKILLS:

- Demonstrates a comprehensive knowledge of Primary community services and resources
- Previous experience in a health leadership/administration role
- Previous experience working with Māori / Iwi groups and a first-hand understanding of the obligations that health has in relation to Te Tiriti of Waitangi and delivery of Māori models within an equitable health outcomes framework.

This position description is not intended to be exhaustive and includes a requirement to undertake such other duties as may be required from time to time by the Clinical Services Manager.

Key Responsibility	Performance Objective	Performance Measure
Application of organisational strategy	<p>Understands the intent of the Health Reforms and its health agents Health NZ and Māori Health authority</p> <p>Application of the local health strategy (including deterrents of health), the locality plan the expectation of WRHN and the THL Directors and how it applies in everyday activity</p>	<p>Demonstration through:</p> <p>Consumer responsive and culturally sound service</p> <p>Leadership of frontline services prioritises improved health access and reduces inequities particularly for vulnerable populations</p> <p>Working relationships evident with Mōkai Patea Services and other relevant community and secondary services</p> <p>Business execution supports financial viability and sustainability</p>
Administration Team Management and Leadership	Provides leadership and carries out management and administration duties alongside the frontline team	<p>Provision of optimal administration and reception duties that align with the vision and values of the service</p> <p>The frontline team and administration team are aware of their responsibilities and have up to date agreements, job description and objectives</p> <p>The reception and administration team have an up-to-date desk file</p>

	Provides frontline and administration cover when required	<p>Supports planning processes and ensures frontline and administration activities meet the needs of its customers and the service</p> <p>Customer service skills improve access for patients and are delivered in a culturally safe way</p>
Quality Assurance and Continuous Quality Improvement	<p>Coordinates achievement of accreditation and audit standards in line with contractual obligations and influences change based on practical assessment</p> <p>Coordinates the completion of internal audits using a CQI model to continually improve performance</p> <p>Risk management and quality assurance processes are in place</p> <p>Maintains robust office policy and processes and systems</p> <p>Assures Register Management meets obligations</p> <p>Assures compliance with HDC obligations</p>	<p>Staff are engaged and accreditation/audits achieved, inclusive of financial audit, register audit, primary care and maternity accreditation.</p> <p>Provides audit results as required and ensures a feedback loop to Clinical Services Manager in areas such as business and population health performance</p> <p>Maintains risk, incidents and Worksafe registers on behalf of CSM Identifies areas of administration, reception and/or business risk and notifies these to CSM.</p> <p>Evidence of working in partnership with THL and WRHN administration teams to ensure appropriate policies, protocols and processes are in place and reviewed as part of a continuous quality improvement cycle</p> <p>Register management maximises capitation payments and complies with enrolment rules</p> <p>Provision of support to the appropriate person to ensure that HDC obligations are managed appropriately</p>
Business Activity	Completes any contractual or financial data entry in a way that ensures that information is reconciled between software and source document	<p>Appropriate business systems are established and maintained</p> <p>Timely, accurate and reconciled reporting</p> <p>Maximisation of income and allocation of claims such as ACC, Immunisations etc</p>

	<p>Supports the CSM with compilation of THL business requirements such as Governance reporting, contractual requirements, financial reporting, forecasting, annual and capital planning</p> <p>Ensures THL debt management policy and processes are current, effective, and adhered to</p> <p>Revenue streams for practice viability are maximised</p> <p>Assumes ultimate responsibility for reconciliation of THL bank accounts with THL Medtech ledger.</p> <p>Ensures ordering is within budget and aligns to policy and process expectations</p>	<p>All financial outputs are accurate, coded correctly with completion deadlines met</p> <p>Business reporting is completed on time with variations mitigated or reported</p> <p>Debt and credit management is audited, and effectively managed</p> <p>Debt risk and recommendations are reported to Clinical Services Manager.</p> <p>Process in place that ensures appropriate claiming, which is timely, and accurate.</p> <p>Provides WRHN Finance Team with fully reconciled bank/Medtech transactions by the 5th day of each month.</p> <p>Advises CSM of any anomalies</p> <p>Reconciliation between order, receipt of goods and payment meets audit standards</p>
Human Resources	<p>Orientation of administrative services</p> <p>Roster Management</p> <p>Coordinates onsite payroll processes</p>	<p>All staff are orientated to non-clinical processes which will include tasks required within the Practice Management System software.</p> <p>Administration and reception rosters (reflecting employment obligations) are up to date and are provided to employees within an agreed timeframe.</p> <p>Appointment books are uploaded accurately on to Medtech with a timeframe that allows clinicians to book follow up appointments</p> <p>There are no avoidable gaps in the roster.</p>

	<p>Provision of administrative activity related to human resources</p> <p>Supports recruitment and retention of staff including GP's associated contractual obligations</p>	<p>Timesheets are collated accurately and reconciled against employment contracts and rosters.</p> <p>Employee remuneration is accurate, timely and aligns to union and legislation requirements.</p> <p>Informs any anomalies / inaccuracies to ensure policy and procedure is achieved</p> <p>Ensures all obligations within employment agreements are actioned and maintained at a reasonable standard, e.g. vehicle or property</p>
Facility	Ensures that the facility is fully functional and meets the needs of the THL workforce	Identifies areas of risk or concern and follows a process of remedy
Information, Communication and Technology	<p>Ensures that the ICT system is fully functional and meets the needs of the THL workforce</p> <p>Identified issues are either corrected or logged with the WRHN team</p> <p>Is the conduit between the SRH service and the WRHN ICT team</p>	<p>Any shortfall or identified issues are corrected in a timeframe that assumes limited disruption to clinical services</p> <p>Liaise with WRHN IT staff to diagnose issues and take actions as per their direction</p>
Health and Safety	<p>Applies health and safety related skills and knowledge to all work practices</p> <p>Encourages a thriving culture of Health and Safety inclusive of healthy workplace dynamics</p>	<p>Maintains own safe working environment and contributes to the safety of others</p> <p>Is aware of and can identify risks and acts to eliminate or mitigate these (including appropriate reporting)</p> <p>Is aware of and complies with responsibilities under Health and Safety at Work Act (2015) and any subsequent amendments or replacement legislation</p> <p>Adheres to THL/WRHN policy. Protocols in place for when emergencies occur including having knowledge of THL/WRHN emergency procedures, location of safety equipment and materials.</p>

		<p>Appropriate risk register is maintained. Fire and evacuation plan in place and regularly updated. Emergency and pandemic response plan works for THL and coordinates with WRHN as appropriate</p>
Cultural Safety	<p>Demonstrates a commitment to Te Tiriti o Waitangi through partnership participation and protection</p> <p>Services are delivered with an understanding of culture, equity issues, system and institutional racism and a focus on equity of health outcomes</p> <p>Engages effectively with Māori</p>	<p>Demonstrates ability to engage effectively with Māori consumer/patients/whānau</p> <p>Considers and applies Te Tiriti o Waitangi obligations and considers an equity lens within all service delivery</p> <p>Participates in Treaty of Waitangi and cultural/equity orientation and development opportunities as appropriate and available</p> <p>Identifies any trends or issues that may impact on the cultural values of the parent and subsidiary company</p>