

## *Position Description: Administration Team Leader*

Business area: Cancer Care Centre

Reports to: General Manager – Cancer Care Centre

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"> <li>We deliver outstanding care to our patients with a focus on continuous improvement.</li> </ul> <p>Resilience</p> <ul style="list-style-type: none"> <li>We are flexible and responsive to the needs of our patients and our people.</li> </ul> <p>Collaboration</p> <ul style="list-style-type: none"> <li>We work in partnership with our patients, their whanau, and our staff.</li> </ul> <p>Integrity</p> <ul style="list-style-type: none"> <li>We act with authenticity and to the highest standard of performance and conduct.</li> </ul>

### *Position Objective:*

- To lead the administrative team ensuring the smooth delivery of administration functions across the Cancer Care Centre service

### *Functional Relationships:*

<b>Internal:</b>	<b>External:</b>
<ul style="list-style-type: none"> <li>General Manager – Cancer Care Centre</li> <li>Consultant Oncologists</li> <li>Radiation Therapy Manager</li> <li>Medical Oncology and Haematology Manager</li> <li>Chief Physicist</li> <li>Medical Physicists</li> <li>Registered Nurses</li> <li>Information Technology colleagues</li> <li>Receptionists &amp; Medical Transcriptionists</li> <li>Patient Coordinators</li> <li>All other St George's Hospital and cancer Care Centre colleagues</li> </ul>	<ul style="list-style-type: none"> <li>Te Whatu Ora</li> <li>General Practitioners</li> <li>Other Oncology related organizations</li> <li>Referrers</li> <li>Insurance companies</li> </ul>



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### *Key Areas of Accountability:*

<b>Area of Accountability</b>	<b>Expected Results</b>
<b>Administrative Management</b>	<ul style="list-style-type: none"> <li>• Provides leadership to the administrative team of the Cancer Care Centre and is an active member of the Cancer Centre leadership team understanding the needs of the patients, colleagues, and the business.</li> <li>• Models and ensures our Values (Excellence, Resilience, Collaboration, Integrity) are integrated throughout the administration team through daily practices, interactions and decision making.</li> <li>• Provides visible and accessible leadership, motivating others to follow and communicates consumer focused standards.</li> <li>• Leads and manages the performance of the administration team including:-               <ul style="list-style-type: none"> <li>◦ colleague development and personal growth</li> <li>◦ coaching and support</li> <li>◦ performance goal setting and annual performance reviews</li> <li>◦ ensuring mandatory training is completed.</li> <li>◦ coordinating and participating in the orientation of new colleagues.</li> </ul> </li> <li>• Has a focus on continuous improvement, actively working with the General Manager to identify and implement efficiency in administrative workflows.</li> <li>• Project management of administrative projects.</li> <li>• Works in close collaboration with the General Manager Cancer Care to meet the administrative needs of the Cancer Care Centre.</li> <li>• Manages office equipment ordering/supplies, storage needs, maintenance requests.</li> <li>• Manages patient complaints in a timely and professional manner.</li> <li>• Manages room bookings and oncologist roster/clinic arrangements.</li> <li>• Provides backup for team members in the event of unplanned leave or increase in patient demand to ensure the smooth delivery of services.</li> </ul>
<b>Interpersonal Relationships/Teamwork</b>	<ul style="list-style-type: none"> <li>• Supports and encourages the professional growth of the administrative team.</li> <li>• Promotes harmonious working relationships within Cancer Care.</li> <li>• Assists and supports colleagues during the process of change.</li> <li>• Provides written and verbal reports and documentation which is clear, concise, accurate and appropriate.</li> <li>• Ensures colleagues are kept informed and has access to relevant information.</li> <li>• Provides guidance to colleagues requiring assistance with interpersonal skills.</li> <li>• Meets regularly and provides relevant information to the General Manager Cancer Care.</li> <li>• Appreciates and respects the contribution of others within the team.</li> <li>• Contributes positively to the goals of the team and the organisation.</li> <li>• Communicates effectively, honestly and openly with other team members.</li> <li>• Fosters co-operation across clinical and administrative groups.</li> <li>• Models St George's Cancer Care Centre values.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Undertakes responsibility for meeting all the mandatory requirements of the Professional body and the organisation.</li> <li>• Ensures colleagues performance and development is undertaken according to hospital policy and participates in an annual performance appraisal and the setting of performance objectives.</li> <li>• Ensures colleagues performance planning and reviews are current and aligned to the goals of the organization.</li> <li>• Identifies learning requirements and/or deficits and objectives are set for further development of colleagues.</li> <li>• Identifies strengths and expertise of individuals and utilizes such qualities.</li> </ul>



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<b>Area of Accountability</b>	<b>Expected Results</b>
	<ul style="list-style-type: none"> <li>• Participates in the selection of colleagues to ensure colleagues with the necessary skills and knowledge are recruited taking into account current requirements and the skills considered necessary to meet long term business objectives.</li> <li>• Identifies own learning requirements/deficits and develops a plan in conjunction with your Manager to redress these.</li> <li>• Fosters an environment conducive to learning, enquiry and research.</li> <li>• Co-ordinates and participates in the orientation of new staff.</li> <li>• Acts as a resource person for the Cancer CareCentre.</li> </ul>
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Supports and participates actively in quality improvement activities.</li> <li>• Participates actively in the maintenance of the ACC Workplace Safety Management standard.</li> <li>• Documents and reports accidents and incidents accurately in accordance with St George's policies.</li> <li>• Actively participates in quality assurance programmes and audits, to monitor and improve standards of care, completing requested documentation and audit activities within specified timeframes.</li> </ul>
<b>Organisational Culture</b>	<ul style="list-style-type: none"> <li>• Promotes harmonious working relationships within the Cancer Care Centre and within the wider organisation.</li> <li>• Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for customer focus.</li> <li>• Maintains confidentiality in respect to all St George's Cancer Care operations, business, employees, clients and patients.</li> <li>• Adheres to St George's policies and procedures.</li> </ul>
<b>Cultural understanding and commitment to Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Demonstrates an understanding of and commitment to our responsibilities of Te Tiriti o Waitangi.</li> <li>• Respects diversity of cultural, this may include age, gender, sexuality, ethnicity, culture, disability, or beliefs.</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Complies with and supports all health and safety policies, guidelines, and initiatives.</li> <li>• Ensures all incidents, injuries and near misses are reported reviewed and evaluated</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>• Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures.</li> <li>• Performs other duties consistent with the role of the Administrative Manager and as required by the General Manager from time to time.</li> </ul>

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### *Qualifications, Experience and Personal Qualities*

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• NCEA level 3 or equivalent</li> </ul>	
<b>Experience &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of Medical systems, including patient/consumer pathways, financial control and audit, human resources, stock and equipment management</li> </ul>	<ul style="list-style-type: none"> <li>• In depth understanding of Medical IT systems</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Demonstrated leadership qualities:               <ul style="list-style-type: none"> <li>◦ Self-awareness; Emotional intelligence, Social intelligence; Exceptional communication skills; Resilience; Leadership agility</li> </ul> </li> <li>• Adept at managing multiple pieces of work and skilled at prioritising.</li> <li>• Excellent consumer / patient / clinician focus.</li> <li>• Strong organisational understanding; negotiation skills and critical thinking.</li> <li>• An inclusive and approachable working style; with a clear understanding of the value diversity adds.</li> </ul>	<ul style="list-style-type: none"> <li>• Innovative and creative</li> </ul>