



## *Position Description: Cardiology Administrator*

### *Key Areas of Accountability:*

<b>Area of Accountability</b>	<b>Expected Results</b>
<b>To provide support to the nursing team with the cardiology patient booking and admission process</b>	<ul style="list-style-type: none"> <li>• Follows agreed cardiology patient admission process</li> <li>• Assists with booking of patients on to lists as directed</li> <li>• Manages all communication with colleagues clinicians and patients in a courteous and efficient manner</li> <li>• Ensures patient and associated information is accurate, up to date and available in appropriate hospital systems for patients and clinical colleagues</li> <li>• Ensures patients are aware of insurance and payment requirements ahead of scheduled surgery</li> <li>• Assists with delegated ordering duties</li> </ul>
<b>To provide support to the finance team</b>	<ul style="list-style-type: none"> <li>• Ensures relevant information regarding payment is recorded on patient admission documentation and patient management system</li> </ul>
<b>Interpersonal Relationships/Leadership and Teamwork</b>	<ul style="list-style-type: none"> <li>• Develops and maintains strong relationships with all customers</li> <li>• Responds promptly and appropriately to clinician requests and seeks advice from clinical managers when appropriate</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 honestly and openly with other team members.</li> <li>• Fosters co-operation across clinical and administrative groups.</li> <li>• Models St George's values.</li> </ul>
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Participates actively in quality improvement activities.</li> <li>• Initiates, participates in and evaluates audits and uses outcomes to improve service provision.</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>• Participates actively in quality assurance programmes and audits, to monitor and improve standards of care, completing requested documentation and audit activities within specified timeframes.</li> <li>• Supports continuous quality improvement.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Identifies own learning requirements / deficits and develops a plan in conjunction with Manager to redress these.</li> <li>• Fosters an environment conducive to learning, enquiry and research.</li> <li>• Participates actively in the performance review process</li> </ul>
<b>Organisational Culture</b>	<ul style="list-style-type: none"> <li>• Fosters co-operation across the 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 St George's operations, business, employees, clients and patients.</li> <li>• Adheres to St George's policies and procedures.</li> <li>• Assists in facilitating positive inter-departmental relationships.</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Understands and has knowledge of Te Tiriti o Waitangi.</li> <li>• Collaborates with colleagues regarding the integration of Te Tiriti principles in practice.</li> </ul>



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	<ul style="list-style-type: none"> <li>Displays a willingness to work positively with organisational strategies to improve outcomes for Māori.</li> </ul>
<b>Cultural Safety</b>	<ul style="list-style-type: none"> <li>Promotes an awareness of cultural differences amongst colleagues and patients (e.g. beliefs, gender, sexual orientation or disability) and the impact that beliefs and values have on practice</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 in our H&amp;S reporting tool</li> </ul>
<b>Organisational effectiveness</b>	<ul style="list-style-type: none"> <li>Looks for ways and means to actively and effectively promote cost effectiveness.</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>Performs any other duties related to the scope of role when requested</li> </ul>

### *Qualifications, Experience and Personal Qualities*

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>NCEA 2 or equivalent</li> </ul>	
<b>Experience &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>Customer liaison and office administration experience.</li> <li>Previous data entry experience</li> <li>Able to competently use relevant software systems</li> </ul>	<ul style="list-style-type: none"> <li>High level of computer skills</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>Courteous friendly demeanor</li> <li>Excellent time management, attention to detail, and ability to prioritise</li> <li>Ability to be discreet and maintain confidentiality at all times</li> <li>Ability to think creatively</li> <li>Ability to relate well with all colleagues and clinicians.</li> <li>Analytical approach to problem solving</li> <li>Ability to maintain a high degree of accuracy</li> </ul>	