



## *Position Description: Transcriptionist Medical Administrator*

Business area: Cancer Care Centre

FTE: As per Conditions of Employment

Reports to: Administration Manager

<b>Our Vision</b>	Leading cancer care in Aotearoa – we bring inspiration and innovation together to positively impact the lives of New Zealanders.
<b>Our Mission</b>	To be the patient's choice for world class cancer care delivered by people with passion.
<b>Our Values</b>	<p><b>Excellence</b></p> <ul style="list-style-type: none"> <li>We deliver outstanding care to our patients with a focus on continuous improvement.</li> </ul> <p><b>Resilience</b></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><b>Collaboration</b></p> <ul style="list-style-type: none"> <li>We work in partnership with our patients, their whanau, and our staff.</li> </ul> <p><b>Integrity</b></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 deliver an exceptional transcription service for the patients and colleagues of the St George's Cancer Care Centre
- To be familiar with and comply with the mission vision and values of St George's Hospital and St Georges Cancer Care Centre

### *Functional Relationships:*

<b>Internal:</b>	<b>External:</b>
<ul style="list-style-type: none"> <li>General Manager – Cancer Care</li> <li>Patient Coordinators</li> <li>Consultant Oncologists</li> <li>Radiation Therapy Manager</li> <li>Medical Oncology &amp; Haematology Manager</li> <li>Chief Physicists</li> <li>Registered Nurses</li> <li>Information Technology colleagues</li> <li>Receptionists &amp; Medical Transcriptionist team</li> </ul>	<ul style="list-style-type: none"> <li>Cancer Society</li> <li>CDHB Oncology Service</li> <li>Christchurch Radiology Group (CRG)</li> <li>Other Cancer related organizations and referrers</li> <li>Insurance companies</li> <li>Elekta MOSAIQ team</li> </ul>



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<ul style="list-style-type: none"> <li>All other St Georges Hospital &amp; Cancer Care Centre colleagues</li> </ul>	
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### *Key Areas of Accountability:*

Area of Accountability	Expected Results
<b>Medical Transcription</b>	<ul style="list-style-type: none"> <li>Dictaphone typing - transcribe clinical letters</li> <li>Processing of letters</li> <li>Actions as required from letters i.e.: clinic appointments</li> <li>Liaise with booking coordinators, consultants, and external parties to ensure timely processing of work</li> <li>Develop and maintain templates as required for transcription work</li> <li>Ensure flow of referrals is maintained in a timely manner</li> </ul>
<b>General admin duties</b>	<ul style="list-style-type: none"> <li>Supporting the admin reception team when needed</li> <li>Scanning documents</li> <li>Processing mail</li> <li>Other duties as required</li> </ul>
<b>Interpersonal Relationships/Teamwork</b>	<ul style="list-style-type: none"> <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 / St Georges Cancer Care Centre values.</li> <li>Raises any items of importance and provides regular updates to the Administration Team Leader.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>Undertakes responsibility for meeting all the mandatory requirements of the Organisation.</li> <li>Identifies own learning requirements and develops a plan in conjunction with manager to redress these.</li> <li>Maintains own mandatory training updates</li> <li>Participates actively in the performance review process.</li> <li>Fosters an environment conducive to learning, enquiry and research.</li> </ul>
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>Participates actively in and supports quality improvement activities</li> <li>Initiates, participates in and evaluates audits and uses outcomes to improve service provision.</li> <li>Participates actively in Ministry of Health Certification process.</li> </ul>
<b>Organisational Culture</b>	<ul style="list-style-type: none"> <li>Promotes harmonious working relationships within the Cancer Care Centre and wider organisation.</li> <li>Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for a "customer focus".</li> <li>Assists in facilitating positive inter-departmental relationships.</li> </ul>



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	<ul style="list-style-type: none"> <li>Maintains confidentiality in respect to St George's operations, business, colleagues, clients and patients.</li> </ul> <p>Adheres to St George's policies and procedures.</p>
<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> <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 the St George's H&amp;S reporting tool.</li> </ul>
<b>Organisational effectiveness</b>	<ul style="list-style-type: none"> <li>Sets appropriate priorities for workload. Demonstrates the ability to proactively manage workload and varying priorities.</li> <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>Undertakes other duties as requested from time to time</li> <li>Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures.</li> </ul>

### *Qualifications, Experience and Personal Qualities*

■	■ Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>NCEA 2 or equivalent in English</li> </ul>	
<b>Experience &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>Medical Secretarial/admin experience</li> <li>Accurate and fast dictaphone typing (70wpm)</li> </ul>	<ul style="list-style-type: none"> <li>Oncology specific administrative work</li> <li>MOSAIQ patient management system</li> <li>Private health experience</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>Excellent communication skills</li> <li>Flexibility with hours and workload to meet the needs of the service</li> <li>Empathy</li> </ul>	



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■	■ <b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"><li>• Efficient and effective time management skills</li><li>• Professionalism and attention to detail</li><li>• Adapt at managing multiple pieces of work and is able to prioritise</li></ul>	