Position Description
Administration Support - Clinical Quality and Education

Reports to
Team Leader, Clinical Quality & Education

Business Area
General Practice and Community Support

Position Purpose:
To provide administrative support to the Clinical Quality and Education team, Small Group Leaders and associated Committees and Work Groups.

The Clinical Quality and Education team promotes and supports high-quality clinical practice, with optimal and ethical use of finite resources.

The main focus of the team is the development and facilitation of high quality, evidence-informed clinical education and resources.

The position involves close collaboration with the Clinical Facilitators, Events Co-ordination team, Small Group Leaders and Pegasus Health Education Programme attendees.

Dimensions
Direct reports: no
Budget responsibility: no

Key Relationships
Internal:
Team Leader - Clinical Quality and Education
Clinical Quality and Education team
Clinical Leader - Clinical Quality and Education
Events Co-ordination staff
Small Group Leaders
Pegasus Health staff as required

External:
General Practitioners
Nurse Practitioners
Practice Nurses
Community Pharmacists
External education providers
Subject matter experts

Key Responsibilities

Provide administrative support to the Clinical Quality and Education team
- All meetings are scheduled; meeting notifications, agendas and relevant readings are circulated to attendees in a timely manner.
- Relevant committee and work group meetings are minuted accurately. Minutes and action points are circulated to all attendees in a timely manner.
- Efficient and accurate word processing, editing, document formatting, and photocopying are available to all team members.

Provide administrative support to help the Pegasus Health Education Programme run in a timely and efficient manner
- All meetings are scheduled in consultation with the Events Co-ordination team; all meeting room and external venue bookings are completed in a timely manner.
- All meeting notifications, pre-reading and Small Group Leader packs are circulated to all participants as per mail out schedule.
- All data entry is completed at the end of each meeting or topic as appropriate, and collated/prepared for reporting.
Preparation of invoices, payments and reports for all education meetings are completed in a timely manner.

Potential Small Group members are identified and accepted into the programme.

The Small Group database is accurate and up to date.

All enquiries regarding meetings, CME and Professional Development Certificates are actioned promptly.

All enquiries are actioned promptly.

Access and use organisational and Clinical Quality and Education computer-based resources and programmes competently

Accesses, uses and maintains all computer based resources and programmes competently. Identifies areas for development or improvement.

Early identification and immediate reporting of identified system issues.

Sources appropriate advice, support and or resources to resolve any issues promptly and effectively.

Develop and maintain the Clinical Quality and Education resources in the Pegasus Health Internet and Intranet sites

The Clinical Quality and Education site and resources are accurate and up to date.

Education material and media files for all professional groups are uploaded to the appropriate sites at the completion of each Small Group round.

Participate in and support the continuous quality improvement activities of the Clinical Quality and Education team

Adheres to relevant policies and procedures. Monitors and maintains quality service delivery. Identifies and reports issues to the appropriate team member and/or the Team Leader.

Information Security

Understand and comply with Pegasus Health’s information security policies.

Support continuous improvement to our information security policies and procedures.

Health and Safety

Comply with responsibilities under the Health and Safety at Work Act 2015.

The tasks defined above are indicative and may change from time to time as the needs, priorities and objectives of the company change. Accordingly, the position will undertake any other tasks and duties as agreed from time to time with your manager subject to provision of appropriate training.

Qualifications and Technical Skills:

Essential
- NCEA 2; National Certificate Level 2 (or equivalent)
- Competent with the use of Microsoft Office

Experience:

Essential
- Administrative support experience, preferably within Health and/or Education sector
- Efficient and accurate data entry skills

Desirable
- A working understanding of medical terminology would be an advantage

Personal Attributes:
- Professional attitude with ability to work co-operatively within a busy team environment
- Positive attitude, and demonstrates initiative
- Ability to identify opportunities for system improvement and contribute to development of effective solutions
- Strong organisational and time management skills with a systematic approach to work
- Self-motivated and able to plan and prioritise workload to meet deadlines
- Excellent communication skills
- Ability and confidence to interact with health professionals of all disciplines
- Excellent attention to detail
Treaty of Waitangi
Pegasus Health is committed to the principles of the Treaty of Waitangi.

Pegasus Values
Pegasus Health is an organisation that promotes a sense of community. We all work towards creating an environment where people experience a strong sense of belonging, of mutual support and are connected by the patient centric vision of ‘being an international centre of excellence for the development and provision of primary and community based healthcare’.

- Trust and respect
- Communication
- Team work
- Development of potential
- Continuous improvement