

Position Description

Administration Co-ordinator – Acute Demand Co-ordination Service

Reports to
Operationally
Operations Manager, 24 Hour Surgery

Business Area
Acute Demand, 24 Hour Surgery

Professionally
Acute Demand Co-ordination Service Manager

Position Purpose:

The Administrator is responsible for providing ongoing support in the provision of services for the Acute Demand Co-ordination Service (ADCS). This position sits within the Acute Demand Co-ordination team and needs to provide an administrative function for the ADCS in a timely and accurate manner to meet organisational requirements.

Dimensions

Direct reports: no

Budget responsibility: The Administration Co-ordinator, Acute Demand Co-ordination Service have a level of responsibility to approve funding for claims entered by general practice for the CDHB budget.

Key Relationships

Internal:

- Acute Demand Nursing Team Leader
- Acute Demand nursing and liaison team members
- Operations Support Manager, Patient Services
- Patient Services staff
- Pegasus Health staff, in particular the MSO team

External:

- General practice teams
 - Hospital staff
 - Diagnostic providers
 - Transport providers
 - Other health and support service providers
 - General public
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Key Responsibilities

Customer service excellence and relationship management

- Deliver responsive, efficient co-ordination of services and develop strong relationships with Pegasus staff, general practice teams and other healthcare providers
- Ensure telephone enquiries are received in a professional and timely manner.
- Record the nature of the call and carry out associated actions if within the scope of the role; or refer the enquiry to a nurse if the call requires clinical input.
- To develop a thorough understanding of the services available and any associated eligibility criteria; and to be able to share the knowledge of these services to referrers.
- Respect and sensitivity towards patients, their families and other members of the team

Administrative Support

- Assisting the Nurse Co-ordinator to facilitate a rapid response for all requests to arrange services.
 - Co-ordinate and manage incoming referrals in a timely manner.
 - Undertaking filing, photocopying, and other administrative duties for the service as required.
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Referral Processing and Data Entry	<ul style="list-style-type: none"> • Data entry is completed accurately and in a timely manner. • Ensure information received is correct and all relevant information supplied. • Competently manage patient information system.
Claims Processing	<ul style="list-style-type: none"> • Ensure accurate and timely matching of referrals to submitted claims. • Professional and timely response to queries from general practice regarding claiming for packages of care. • Have the ability to communicate appropriately with General practice teams when claims need to be altered in line with Acute Demand guidelines. • Competently manage claims processing systems in conjunction with the AD Service Manager and be able to autonomously identify claims that are outside the remit of Acute Demand. • Identify trends with general practice claims that need to be addressed by the Service Manager and Medical Director at a future practice visit. • These trends then may be escalated to planning and funding at the CDHB. • Independently approve or decline GP claims based on eligibility guidelines set out by the CDHB. • Advise practices when other funding streams are available and how they can access these.
Continuous quality improvement	<ul style="list-style-type: none"> • Identify improvement opportunities and notify the Service Manager of these. • Provide effective service for contacts to the service and be responsive to requests or complaints. • Comply with standards and work to improve participant satisfaction. • Participate in audits.
To ensure information is conveyed fluently and accurately	<ul style="list-style-type: none"> • Establish and continue to maintain strong networks with service providers. • Show strong listening and sensing skills. • Communication is clear and open, and confidentiality is always maintained. • Constructive communication with other team members contributing to a consistently high standard. • Respect and sensitivity towards patients, their families, and other members of the team, is developed and maintained.
Self-Development	<ul style="list-style-type: none"> • Takes responsibility for personal development and continually develops own professional expertise.
Information Security	<ul style="list-style-type: none"> • Understand and comply with Pegasus Health's information security policies. • Support continuous improvement to our information security policies and procedures.
Health and Safety	<ul style="list-style-type: none"> • 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

- Excellent verbal, numerical and written communication skills
 - Experience using databases and Microsoft Office with good Excel skills
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Experience:

- An administrative/customer service background, preferably in the health sector
 - Previous data entry experience
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Personal Attributes:

- Pleasant telephone manner and smart personal presentation
 - An enthusiastic and approachable personality
 - Ability to demonstrate empathy and a commitment to achieving the best outcomes for patients
 - The ability to recognise the value of teamwork and to establish and maintain effective relationships both internally and externally to achieve goals
 - Ability to be self-managing with good multi-tasking and prioritising skills
 - Proactive and display initiative
 - Demonstrated Strong professionalism, relationship management and customer service skills
 - Ability to work under pressure in a fast paced and changing environment with sound problem solving ability
 - Demonstrated a high level of personal integrity and understanding of the importance of maintaining confidentiality as well as initiative and innovation
 - Sound organisational skills and attention to detail
 - Fast and accurate keyboard skills and computer literacy
 - Displayed a commitment to the Treaty of Waitangi and consideration of Maori perspectives
 - Demonstrated an understanding of and sensitivity to other cultures
 - A commitment to Pegasus Health mission, vision and values
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Te Tiriti O Waitangi

Pegasus Health is committed to Te Tiriti O Waitangi and the application of its principles and intent.

Our Purpose

That all people living in Canterbury lead healthy lives

Our Role

Together making Canterbury the best place to receive and provide primary care

Pegasus Values

Our values guide how we interact with people within and outside of Pegasus. Our people, purpose, values and culture ensure we work successfully with communities, partners and each other and make us Pegasus Health. **Manaakitanga** underpins everything we do.

- We are **inclusive** every voice is important to us
 - We act with **integrity** doing what is right
 - We **connect**, together we succeed
 - We **strive** for better everyday
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