



Western Bay of Plenty
Primary Health Organisation

TŪNGIA TE URURUA KIA TUPU
WHAKARITORITO TE TUPU
O TE HARAKEKE

Our kaupapa

Te Toi Huarewa striving to achieve whai mana (equity), whai ora (quality healthcare) and whai rangatiratanga (sustainability) for all.

Our values

Whai Mana Achieving health equity for all, particularly for Māori.

Whanaungatanga Inclusiveness and a sense of belonging.

Manaakitanga Caring and showing respect for each other.

Mana Motuhake Enabling people to be in control of their own health and wellbeing.

Whai Ihi Expressing passion pertaining to our knowledge and expertise.

Position Title: Network Support Administrator

My position provides administration support and expertise for Network Support Services. I am responsible for supporting high quality service delivery, reporting and process improvement.

My focus is on maintaining excellent consumer and stakeholder relationships and timely coordination of bookings, referrals, and support utilising the most effective communication technology.

I report to and support the Network Support and Acute Demand Lead.

The everyday mahi

Key activities include:

- Processing and supporting referral management for the Network and Acute Demand Service forwarded from software programmes, fax, email or post-mail.
- Ensure all relevant communication and documentation is forwarded to referral applicants and service providers.
- Communicate well with General Practice and Iwi Providers and patients.
- Respond to correspondence from General Practice and Tauranga Hospital.
- Organise and store all documentation for each case.

- Be proactive in identifying areas for improvement.
 - Identify any key issues and raise these with the Network Support and Acute Demand lead.
 - Process all Service Invoices as required.
 - Data entry of relevant costs and information into the database.
 - Provide network provider support for acute demand services.
 - Improving systems and process efficiency for the services.
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Outcomes I'm responsible for

- To ensure the Network Support and Acute Demand Service operates well administratively.
 - To provide a high level of referral coordination efficiency for the various services within the Network Support and Acute Demand Service.
 - To positively contribute to the Network Support and Acute Demand Services Team.
 - Ensuring referrals for the Childhood Outreach Immunisation, Support to Screening and Acute Demand Services are handled in a timely and effective way.
 - Providing excellent consumer and stakeholder relationship management.
 - Developing collaborative working relationships with team members.
 - Working cooperatively with clinical and administrative colleagues.
 - Other duties as required.
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I'll bring to the role

- Previous administration or call centre experience.
- Experience with team building, coaching, and developing staff.
- It will be an advantage to have previous experience in health.
- An excellent telephone manner.
- Strong interpersonal skills.
- Excellent attention to detail.
- Excellent computer literacy and administrative skills.
- Organisational and time management skills.
- Ability to work unsupervised.
- Initiative, motivation and multitasking.
- Knowledge of confidentiality and health privacy obligations.
- Ability to be flexible and available if required to attend evening meetings
- Ability to learn and a can-do attitude