



National Health Administration Pay System

National Role Profiles





CONTENTS: National Health Administration Role Profiles


Band	Profiles	Key function of the role
Band 7	Profile 7A:	Functional Leadership or Line Management Leadership of an administration specialist function.
Band 6	Profile 6B:	Specialist or Technical Leadership/Supervision of an administrative function.
	Profile 6D:	Analyse, Advise and/or resolve complex problems for finance, procurement and/or payroll.
Band 5	Profile 5A:	Managing the rostering of staff for service(s)/division(s).
	Profile 5B:	Managing a waitlist, schedule template and processes for a clinical service(s).
	Profile 5C:	Provide active, day-to-day administrative coordination across functions to an individual(s), service, or programme of work.
	Profile 5D:	Providing and coordinating access to information internally and/or externally.
Band 4	Profile 4A:	Providing a range of administration services to an individual, service or department or project.
Band 3	Profile 3A:	Inputs and processes information, completing routine payroll transactions in accordance with procedures.
	Profile 3B:	Transcription of medical information (outpatient letters, pathology reports, radiology reports, operation /labour, and delivery notes).
	Profile 3C:	Provides routine administration support and tasks for a defined area.
	Profile 3D:	Ensures financial information is processed in accordance with procedures and to provide information for payments or receipts.
	Profile 3E:	Undertake day-to-day updates of records, ensuring data quality and provide reports.
Band 2	Profile 2A:	Responds to and resolves enquiries via the telephone
	Profile 2B:	Inputs and processes financial/purchasing/payroll information, completing routine transactions in accordance with procedures.
	Profile 2C:	Provides reception services.
Band 1	Profile 1A:	Enters records into information systems; generates standard reports.
	Profile 1B:	Initiates, retrieves, and files case records, responds to routine requests for information.

Profile	Key function of the role
Clinical Coder:	Analysing clinical records and translating statements into health classification codes

Profile 7A






Key function of the role: **Functional Leadership or Line Management Leadership of an administration specialist function.**

 <p>Skills & Knowledge</p>	<ul style="list-style-type: none"> • Knowledge of management and administrative procedures and systems, the majority of which are non-routine, acquired through training and experience plus knowledge of specialist functional, organisational policies and procedures. Knowledge and experience to deal with non-routine issues such as problem solving for an area of work or developing alternative or additional procedures. Leadership and coaching skills. Twenty-four (24) months previous experience working in an administration role to consolidate knowledge and skills. On average it takes eighteen (18) months on the job to develop leadership/administrative skills and to become familiar with relevant policies and procedures. • Uses judgement when providing direction to staff in processes and policies. • In issues for which no guidelines apply, utilises a choice of methods or procedures, analysis and troubleshooting to ensure the information entered meets department or service requirements. Judgement is required when interpreting guidelines and standards to determine best practices for the area. • Requires appropriate tact when interacting and discussing issues with other departments. Has regular contact with clients/patients/residents and provides program/departmental information. • Keyboard skills for regular use of computer systems. • Communicating complex, sensitive information with a range of staff internally and externally across the organisation/organisations; liaises with external organisations, negotiating and persuasive skills required.
 <p>Responsibilities</p>	<ul style="list-style-type: none"> • Provides regular direction, assigns and organises work and checks the work of staff. Achieves assigned objectives through planning, implementing, staffing and providing technical support. Work involves developing plans to achieve short term goals associated with coordinating workflow. • Delegated budget for office equipment and services; authorises expenses • Provides general non-clinical advice, information, guidance or ancillary services directly to consumers and their whānau. Manages complaints about the service. Implements policies for own work area and proposes policy or service changes which impact beyond own area of activity. • Works without supervision, advice available from Line Manager when required. • Leads initiatives to enhance effectiveness of services through planning, organizing, implementing, staffing and quality assurance. • Initiates improvements to systems and processes. This requires negotiation and persuasion to ensure they are adopted.
 <p>Accountabilities</p>	<ul style="list-style-type: none"> • May hold a delegated budget/responsible for purchase of physical assets/authorises financial payments. Works without supervision, advice available from Line Manager when required. • Accountable for the work produced by the team /service in relation to the quality and timeliness of work, which if not met would have impact to goals set outside the DHB • Guided by principles and broad organisational policies or regulations
 <p>Leadership</p>	<ul style="list-style-type: none"> • Primarily has direct accountability/responsibility for leadership of more than one staff member in work assignments or coordination/direction of groups on an ongoing basis. This is generally full-time supervision, responsible for allocation, direction and monitoring of work while exercising team leadership and coaching skills. • Deals with performance reviews; leave management; disciplinary and grievance matters; recruitment and selection decisions; personal and career development; departmental workload and allocation (that is allocation and re-allocation of blocks of work or responsibilities for areas of activity, not just allocation of tasks to individuals). <p>OR</p> <ul style="list-style-type: none"> • Primarily has direct accountability/responsibility of an administration function coordination/direction of groups on an ongoing basis. <ul style="list-style-type: none"> ○ The team members will not necessarily be direct reports, but this role will have a significant influencing and education role for internal and external parties. ○ Provides professional leadership to staff, including staff who are more senior or who have other roles

	<p>Guidance:</p> <ul style="list-style-type: none">o If the role is a line management role but has limited or no HR and finance delegations, then consider Profile 6B
 <p>Demands</p>	<ul style="list-style-type: none">• Occasional exposure to distressing circumstances (for example staff issues or dealing with complaints from or distressed consumers or stakeholders) Regular sensory effort requiring concentration on computer work and report writing/editing with periods of competing multiple sensory demands.• Regular physical effort such as lifting, walking and standing with regular computer operation/keyboarding requiring accurate coordination of fine motor skills.• Occasional exposure to minor conditions such as verbal abuse, interruptions and multiple deadlines with some travel.






Profile 6B

Key function of the role: Specialist or Technical Leadership/Supervision of an administrative function.

 <p>Skills & Knowledge</p>	<ul style="list-style-type: none"> • Knowledge of supervision and administrative procedures and systems, the majority of which are non-routine, acquired through training and experience plus knowledge of specialist functional/medical/legal terms, organisational policies and procedures and knowledge and experience to deal with non-routine issues such as problem solving for an area of work or developing alternative or additional procedures. Twenty-four (24) months previous related administration experience to consolidate knowledge and skills. • On average it takes twelve (12) months on the job to develop supervisory/coordination skills and to become familiar with relevant policies and procedures. • Uses judgement when providing direction to staff in processes and policies. In issues for which no guidelines apply, utilises a choice of methods or procedures, analysis and troubleshooting to ensure the information entered meets department or service requirements. Judgement is required when interpreting guidelines and standards to determine best practices for the area • Exchanges information with patients, relatives and staff on a variety of departmental matters and procedures, anxious patients and relatives, cultural or language difficulties/communicates complicated administrative information to staff from other departments, external contacts. • Requires appropriate tact when interacting and discussing issues with other departments. Has regular contact with consumer and provides program/departmental information. • Keyboards skills for regular use of computer systems.
 <p>Responsibilities</p>	<ul style="list-style-type: none"> • Achieves assigned objectives through planning, implementing, staffing and providing technical support. Work involves developing plans to achieve short term goals associated with coordinating workflow. • Provides general non-clinical advice, information, guidance or ancillary services directly to consumers and whānau. Implements policies for own work area and proposes policy or service changes which impact beyond own area of activity. • Leads initiatives to enhance effectiveness of services through planning, organising, implementing, staffing and quality assurance.
 <p>Accountabilities</p>	<ul style="list-style-type: none"> • Interpretation is required when using practices, processes, and procedures. • Is accountable for the day-to-day work of others and for making sure others are trained to a specific standard. • Whilst support is generally available from more senior or experienced employees this is not usually required daily.
 <p>Leadership</p>	<p>Guidance:</p> <ul style="list-style-type: none"> o If the role has FULL HR and finance delegations for the team, then consider the Profile 7A. • Primarily has direct accountability/responsibility for supervision of more than one staff member in work tasks or coordination/direction of groups on an ongoing basis. This is generally full-time supervision, responsible for allocation, direction and monitoring of work while exercising team leadership and coaching skills.
 <p>Demands</p>	<ul style="list-style-type: none"> • Occasional exposure to distressing circumstances (for example staff issues or dealing with complaints from or distressed consumers or stakeholders) Regular sensory effort requiring concentration on computer work and report writing/editing with periods of competing multiple sensory demands. • Regular physical effort such as lifting, walking and standing with regular computer operation/keyboarding requiring accurate coordination of fine motor skills. • Occasional exposure to minor conditions such as verbal abuse, interruptions and multiple deadlines with some travel.






Profile 6D

Key function of the role: Analyse, advise and/or resolve complex problems for finance, procurement and/or payroll.

 <p>Skills & Knowledge</p>	<ul style="list-style-type: none"> • Twenty-four (24) months previous experience in a multi collective environment to consolidate knowledge and skills. Twelve (12) months on the job experience to develop advanced knowledge in procurement/payroll/accounting practices with regards to relevant legislation, benefits administration, collective agreements, computer software and become familiar with department policies and procedures. Breadth and depth of knowledge of a range of related legislation or industrial instruments such as MECAs and DHB policies relating to payroll, purchasing and public finance act. • Plans own day to day work/schedules work to meet weekly, monthly, quarterly, and annual financial or HR timetables. • Analyses data. Analyses, investigates and resolves complex queries and discrepancies • Requires diplomacy to discuss financial queries with staff, which are often complex, including reasons for delays in payment and other sensitive issues; provides advice on complex payroll issues to non-payroll managers. Requires regular contact with employees and outside agencies using discretion. • Keyboard skills for regular use of computer system.
 <p>Responsibilities</p>	<ul style="list-style-type: none"> • Follows and interprets accepted practices, existing rules and regulations regarding area of specialty. Achieves assigned objectives through planning, implementing and providing technical support to others. Develops plans to achieve short-term goals associated with changes to legislation or industrial instruments coordinating workflow for the team. Performs functions in accordance with rules and regulations. Uses a variety of methods to analyse and troubleshoot problems to achieve the desired outcome. • Regular requirement to design and develop or create reports, documents. • Prepares payroll/accounts/contracts for approval and payment. • Proposes changes to working practices and procedures (for example when planning for the impact of new legislation) • Provides data entry audit and incorrect data entry will result in payroll errors causing staff inconvenience, delays to subsequent reports/records and embarrassment in employee relations. Errors can impact legal obligations.
 <p>Accountabilities</p>	<ul style="list-style-type: none"> • Discretion is applied when applying known practices, processes, and procedures. Whilst support is generally available from more senior or experienced employees this is not usually required daily. • Processes designed need to meet a range of compliance standards that are set by legislation.
 <p>Leadership</p>	<ul style="list-style-type: none"> • May show others how to perform tasks or duties by familiarising others with the work area and processes. • Provides information and assistance to staff outside of their team or group to assist them to understand their employment documents and entitlements (for example how to read or understand pay advice or access systems to make applications for leave etc)
 <p>Demands</p>	<ul style="list-style-type: none"> • The work involves working in emotionally demanding situations on an occasional basis (for example staff financial issues) • Concentration required when checking information and when answering queries from staff; may be required to switch tasks to prioritise urgent activities. • Inputting at a keyboard, telephone equipment for most of the day with frequent periods of data entry. • Office or similar conditions, occasional verbal aggression from staff, interruptions, and multiple deadlines.






Profile 5A

Key function of the role: Managing the rostering of staff for service(s)/division(s).

 <p>Skills & Knowledge</p>	<ul style="list-style-type: none"> • Knowledge of administrative procedures and systems specialised computerised scheduling programs, appropriate guidelines and procedures acquired through training and experience. Twelve (12) months previous experience working in an office environment to develop organizational skills and gain an understanding of functional requirements of the organisation. Twelve (12) months on the job to gain a working knowledge of collective agreements, scheduling processes, computerised scheduling programs and to become familiar with DHB/facility/department policies and procedures. • Choice of action is expected when modifying daily schedules to meet emergencies. Requires interpretation of collective agreements while scheduling staff. • Has regular contact with health care practitioners which often requires persuasion and motivation. Has regular contact with schedulers, various departments and payroll regarding staffing and scheduling requirements which requires tact/discretion and persuasion when calling to replace staff. • Keyboards skills for regular use of computer systems.
 <p>Responsibilities</p>	<p>Guidance:</p> <ul style="list-style-type: none"> o The role holder must be responsible for the creation and management of staff rosters, and, staff rostering/allocation be the primary focus of the role to match to this profile • Follows rostering guidelines when coordinating and maintaining schedules for services. Uses judgement when making changes; to support services to operate safely and meet targets. Uses initiative within standard operating procedures, advice available from supervisor or other senior staff. Must take account of MoH and DHB guidelines when making scheduling decisions. Performs scheduling according to collective agreements. May exercise judgement to accommodate changing master rotation requirements. • Regular requirement to develop or create reports, documents; responsible for maintaining one or more waitlist • Scheduling errors or errors in master rotations may cause embarrassment or loss of trust with employees. Inaccuracies in rotations and assignments may result in staff shortages.
 <p>Accountabilities</p>	<ul style="list-style-type: none"> • Discretion is applied when applying known practices, processes, and procedures. Whilst support is generally available from more senior or experienced employees this is not usually required daily. Accountable for the quality and timeliness of work, which if not met would have impact to service safe staffing.
 <p>Leadership</p>	<ul style="list-style-type: none"> • May show others how to perform tasks or duties by familiarising others with the work area and processes. • Provides functional guidance to staff, including staff who are more senior or who have other roles (for example staffing assignments or leave procedures). • Assigns placements, shifts and checks attendance of staff against expected schedule
 <p>Demands</p>	<ul style="list-style-type: none"> • The work involves working in emotionally demanding situations on an occasional basis • Concentration required when checking information and when answering queries from staff; may be required to switch tasks to prioritise urgent activities. • Inputting at a keyboard, telephone equipment for most of the day with frequent use of computer screens. • Office or similar conditions, occasional verbal aggression from staff, interruptions and multiple deadlines.






Profile 5B

Key function of the role: Managing a waitlist, schedule template and processes for a clinical service(s).

 <p>Skills & Knowledge</p>	<ul style="list-style-type: none"> • Knowledge of administrative procedures and systems specialised computerised scheduling programs, appropriate guidelines and procedures acquired through training and experience. Twelve (12) months previous experience working in a health environment utilising medical terminology. On average it takes twelve (12) months on the job to learn specialised scheduling, scheduling programs, appropriate guidelines and to become familiar with relevant policies and procedures. • Has some choice of action within accepted practice when modifying schedules to meet urgent requests. Uses discretion when scheduling to meet consumer needs. Some information is readily available, but investigation and reference to other sources may be needed to inform solutions or the course of action. • Has regular contact with health care practitioners which often requires persuasion and motivation for coordinating procedures which require multiple specialists. Contact with patients/provides advice, information and guidance to patients, carers and relatives about appointments, clinics, admissions. • Keyboards skills for regular use of computer systems.
 <p>Responsibilities</p>	<p>Guidance:</p> <ul style="list-style-type: none"> o The role holder must be responsible for schedule maintenance and waitlist management to match to this profile <ul style="list-style-type: none"> • Follows scheduling guidelines when coordinating and maintaining schedules for services. Uses judgement when making changes; to support services and consumers to meet targets. Uses initiative within standard operating procedures, advice available from supervisor or other senior staff. Must take account of MoH and DHB guidelines when making scheduling decisions. • Regular requirement to develop or create reports, documents; responsible for maintaining one or more waitlist • Misjudgement in coordinating appropriate services for consumers may delay related services and coordination that they do has an impact on patient care and efficient utilisation of resources
 <p>Accountabilities</p>	<ul style="list-style-type: none"> • Discretion is applied when applying known practices, processes, and procedures. Whilst support is generally available from more senior or experienced employees this is not usually required daily. Accountable for the quality and timeliness of work, which if not met would have impact to goals set outside the DHB
 <p>Leadership</p>	<ul style="list-style-type: none"> • May show others how to perform tasks or duties by familiarising others with the work area and processes. Provides functional guidance to staff, including staff who are more senior or who have other roles (for example notes management, file storage, ordering).
 <p>Demands</p>	<ul style="list-style-type: none"> • The work involves working in emotionally demanding situations on an occasional basis • Concentration required when checking information and when answering queries from staff; may be required to switch tasks to prioritise urgent activities. • Inputting at a keyboard, telephone equipment for most of the day with frequent use of computer screens. • Office or similar conditions, occasional verbal aggression from staff, interruptions and multiple deadlines.






Profile 5C

Key function of the role: Provide active, day-to-day administrative coordination across functions to an individual(s), service or programme of work.

 <p>Skills & Knowledge</p>	<ul style="list-style-type: none"> • Knowledge of the full range of administrative and organisational policies and procedures acquired through training. Thirty-six (36) months previous experience as an administration professional to consolidate knowledge and skills. On average it takes twelve (12) months on the job to develop administrative skills and to become familiar with relevant policies and procedures. • Plans and organises meetings; prioritise own project work/organises a range of events and conferences, including organising speakers; manages a range of projects or complex activities. Skills for investigating a variety of issues and proposing solutions; dealing with complex enquiries. Advanced level use of IT packages. • Communicating complex, sensitive information with a range of staff internally and externally across the organisation/organisations; liaises with external organisations, negotiating and persuasive skills required. • Keyboard skills for regular use of computer systems/touch or audio typing
 <p>Responsibilities</p>	<ul style="list-style-type: none"> • Provides the administrative support functions of the department/service/project. Solutions to finance, scheduling or workflow problems are resolved in accordance with existing procedures and practices. Works autonomously but can seek advice when necessary/manages a discrete area of work Responsibility for office equipment; orders and supplies and stationery; prepares reports and documents for signing. • Processes a variety of commercially sensitive finance and administration information • Updates, maintains, stores clinical or non-clinical records, appointment details. Takes, transcribes formal minutes, monitors milestones and actions from governance committees; maintains computerised appointment system • Provides administration and reception services to meet quality and service requirements. Inaccurate maintenance of records may affect other activities within the organisation or project. Misjudgements in coordination of appointments could delay related or succeeding services.
 <p>Accountabilities</p>	<ul style="list-style-type: none"> • Discretion is applied when applying known practices, processes, and procedures. Whilst support is generally available from more senior or experienced employees this is not usually required daily. Accountable for the quality and timeliness of work, which if not met would have impact to goals set outside the DHB Implement policies and propose changes to practices, procedures for own area
 <p>Leadership</p>	<ul style="list-style-type: none"> • May show others how to perform tasks or duties by familiarising others with the work area and processes. Provides functional guidance to staff, including staff who are more senior or who have other roles (for example notes management, file storage, ordering). • May lead initiatives to improve practices within the team or to other team members being supported. • Coordinates work on behalf of a more senior manager.
 <p>Demands</p>	<ul style="list-style-type: none"> • The work involves working in emotionally demanding situations on an occasional basis • Concentration required when checking information and when answering queries from staff; may be required to switch tasks to prioritise urgent activities. • Inputting at a keyboard, telephone equipment for most of the day with frequent use of computer screens. • Office or similar conditions, occasional verbal aggression from staff, interruptions and multiple deadlines.






Profile 5D

Key function of the role: Providing and coordinating access to information internally and/or externally.

 <p>Skills & Knowledge</p>	<ul style="list-style-type: none"> • Knowledge of administrative procedures and systems acquired through training and experience plus knowledge of a particular specialist area including relevant medical/legal terms, organisational policies and procedures and knowledge and experience to deal with non-routine issues such as problem solving for an area of work or developing alternative or additional procedures. Twenty-four (24) months previous related administration experience to consolidate knowledge and skills. On average it takes twelve (12) months on the job to develop audit/coaching skills and to become familiar with relevant policies and procedures. • Judgement is required when interpreting guidelines and standards to determine best practices for the area • Communicating complex, sensitive information with a range of staff internally and externally across the organisation/organisations; liaises with external organisations, negotiating and persuasive skills required. Communicates work procedures, induction of new staff, maintains working relationships with own and other departments, trains and motivates staff to achieve objectives. • Keyboard skills for regular use of computer systems
 <p>Responsibilities</p>	<ul style="list-style-type: none"> • Proposes changes to working procedures, implements procedures set by others. • Provides advice around area of technical specialty for example (provides advice and guidance to staff on disclosure of information in accordance with current legislation) Maintains and updates databases, regular requirement to develop or create reports and documents • Proposes changes to working practices and procedures (for example when planning for impact of new legislation, new systems)
 <p>Accountabilities</p>	<ul style="list-style-type: none"> • Discretion is applied when applying known practices, processes, and procedures. Whilst support is generally available from more senior or experienced employees this is not usually required daily. Accountable for the quality and timeliness of work, which if not met would have impact on legislative requirements.
 <p>Leadership</p>	<ul style="list-style-type: none"> • Demonstrates, explains practices and procedures to new, less experienced staff and checks the work of others • Provides functional guidance to staff, including staff who are more senior or who have other roles (for example correct procedures). • May lead initiatives to improve practices within the team or to other team members being supported.
 <p>Demands</p>	<ul style="list-style-type: none"> • The work involves working in emotionally demanding situations on an occasional basis • Concentration required when checking information and when answering queries from staff; may be required to switch tasks to prioritise urgent activities. • Inputting at a keyboard, telephone equipment for most of the day with frequent use of computer screens. • Office or similar conditions, occasional verbal aggression from staff, interruptions and multiple deadlines.






Profile 4A

Key function of the role: Providing a range of administration services to an individual, service or department or project.

 <p>Skills & Knowledge</p>	<ul style="list-style-type: none"> • Knowledge of administrative procedures and systems, activities such as answering queries, progress chasing, task-related problem solving, acquired through experience and training. Knowledge of some medical terminology learned through experience and training. Twenty-four (24) months previous related office experience to consolidate knowledge and skills. On average it takes twelve (12) months on the job to develop administrative skills and become familiar with department policies and procedures. knowledge and experience to deal with non-routine issues such as problem solving for an area of work or developing alternative or additional procedures. • Solutions to purchasing, appointments or workflow problems are resolved in accordance with existing procedures and practices. Uses discretion when responding to consumer situations. Coordinates staff rotas and cover; arranges clinics appointments; arranges meetings; manages diaries. May organises events, conferences, MDT meetings. • Requires appropriate discretion and tact when interacting and discussing issues with staff, managers or other departments. Requires discretion when dealing with various special needs groups, especially with consumers who may be under significant stress. • Keyboards skills for regular use of computer systems/touch or audio typing
 <p>Responsibilities</p>	<ul style="list-style-type: none"> • Administrative work is performed according to standard practice. Uses judgement when resolving administrative problems (finance, purchasing, scheduling) Regular requirement to develop or create reports, documents. Monitors deadlines on behalf or team or project. • Responsibility for office equipment; orders and supplies and stationery; prepares documents for signing. Updates, maintains, stores clinical or non-clinical records, appointment/meeting details. Takes, transcribes formal minutes; maintains computerised appointment system • Provides advice, information and guidance to others (for example to consumers about appointments, clinics, admissions or staff about uses of database information) • Inaccurate maintenance of records may affect other activities within the service/department. Misjudgements in coordination of appointments could delay related or succeeding services. Inefficient or ineffective support can impact the outcomes of the team being supported.
 <p>Accountabilities</p>	<ul style="list-style-type: none"> • Discretion is applied when applying known practices, processes, and procedures. Whilst support is generally available from more senior or experienced employees this is not usually required daily. Accountable for the quality and timeliness of work, which if not met would have impact to goals set outside the DHB
 <p>Leadership</p>	<ul style="list-style-type: none"> • May show others how to perform tasks or duties by familiarising others with the work area and processes. Provides functional guidance to staff, including staff who are more senior or who have other roles (for example notes management, file storage, ordering).
 <p>Demands</p>	<ul style="list-style-type: none"> • The work involves working in emotionally demanding situations on an occasional basis • Concentration required when checking information and when answering queries from staff; may be required to switch tasks to prioritise urgent activities. • Inputting at a keyboard, telephone equipment for most of the day with frequent use of computer screens. • Office or similar conditions, occasional verbal aggression from staff, interruptions and multiple deadlines.






Profile 3A

Key function of the role: Inputs and processes information, completing routine payroll transactions in accordance with procedures.

 <p>Skills & Knowledge</p>	<ul style="list-style-type: none"> • Knowledge of payroll processes and payroll and HR systems acquired through training. On average it takes nine (9) months on the job experience to gain a general understanding of payroll system, collective bargaining agreements, legislation, and become familiar with relevant organisational policies and procedures. • Plans own day to day work/schedules work to meet weekly, monthly, quarterly, and annual financial or HR timetables. • Requires diplomacy and tact to discuss payroll issues and payroll data. Requires regular contact with employees and outside agencies (IRD) using discretion. • Keyboards skills for regular use of computer system.
 <p>Responsibilities</p>	<ul style="list-style-type: none"> • Provides payroll services, following clearly prescribed practices, by processing payroll and benefits information, data entry and other clerical duties. Verifies and processes employee work records (timesheets) and resolves issues using a selected number of alternatives. • Regular requirement to develop or create reports, documents. • Prepares payroll for approval and payment. • Works within set routines with little direct supervision but with advice available when required. Processes are governed by legislation and union contracts, can escalate issues to supervisor, ER advisor or HR managers. • Provides payroll data entry and clerical duties to meet quality and service requirements. Incorrect data entry will result in payroll errors causing staff inconvenience, delays to subsequent reports/records and embarrassment in employee relations. Errors can impact legal obligations.
 <p>Accountabilities</p>	<ul style="list-style-type: none"> • Discretion is applied when applying known practices, processes, and procedures. Support is generally available from more senior or experienced employees. • Accountable for the quality of own work.
 <p>Leadership</p>	<ul style="list-style-type: none"> • May show others how to perform tasks or duties by familiarising others with the work area and processes. • Provides information and assistance to staff outside of their team or group to assist them to understand their employment documents and entitlements e.g. how to read or understand pay advices or access systems to make applications for leave etc.
 <p>Demands</p>	<ul style="list-style-type: none"> • The work involves working in emotionally demanding situations on an occasional basis (for example staff financial issues) • Concentration required when checking information and when answering queries from staff; may be required to switch tasks to prioritise urgent activities. • Inputting at a keyboard, telephone equipment for most of the day with frequent periods of data entry. • Office or similar conditions, occasional verbal aggression from staff, interruptions, and multiple deadlines.






Profile 3B

Key function of the role: Transcription of medical information (outpatient letters, pathology reports, radiology reports, operation /labour, and delivery notes).

 <p>Skills & Knowledge</p>	<ul style="list-style-type: none"> • Knowledge of a range of patient administration systems and transcription software acquired through training. Twelve (12) months previous experience working within a medical or similar environment. On average it takes twelve (12) months on the job to become familiar with various reports, clinical services, terminology and medications, and relevant policies and procedures. • Has ability to prioritise work. Issues regarding dictation interpretation may require some problem solving. Workload is allocated, organises own day to day tasks. Requires appropriate tact when interacting and discussing dictation issues with clinical staff. Communicates and coaches staff from other departments on dictation and template use. • Advanced keyboard skills for regular use of computer systems/touch or audio typing
 <p>Responsibilities</p>	<p>Guidance:</p> <ul style="list-style-type: none"> o This role applies when the worker is required to spend 90% of time transcribing documents for clinicians or on behalf of clinical services. • Completes the process of transcribing voice-recorded medical reports that are dictated by physicians, nurses and other healthcare practitioners. These are dictated over the phone or uploaded digitally. • Transcription work is performed according to standard practice. • Misjudgement in prioritising reports may lead to delays in services to consumers. Inaccurate transcription/data entry can affect subsequent services. Delays in providing transcription can impact on care for consumers.
 <p>Accountabilities</p>	<p>Work is performed within guidance. Support is generally available from more senior or experienced employees</p>
 <p>Leadership</p>	<ul style="list-style-type: none"> • May show others how to perform tasks or duties by familiarising others with the work area and processes.
 <p>Demands</p>	<ul style="list-style-type: none"> • Occasional exposure to distressing circumstances (for example dealing with complaints) Typing documents of a distressing nature (trauma, police reports, dying patients) Regular sensory effort requiring concentration on computer work and report writing/editing with periods of competing multiple sensory demands. • Regular physical effort such as lifting, walking and standing with regular computer operation/keyboarding requiring accurate coordination of fine motor skills. • Frequent exposure to minor conditions such as interruptions and multiple deadlines.






Profile 3C

Key function of the role: Provides routine administration support and tasks for a defined area.

 <p>Skills & Knowledge</p>	<ul style="list-style-type: none"> • Knowledge of administrative procedures and systems, some of which are non-routine but most are routine activities such as answering queries, progress chasing, task related problem solving, acquired through experience and training. Knowledge of some specialty terminology learned through experience and training. On average it takes nine (9) months on the job to acquire understanding of computer programs, and to become familiar with relevant policies and procedures. • Organises own workload. Organises for others (for example transport, appointments and meetings, equipment, room access, sending of samples) Dealing with queries, checking information with staff and patients. Communicating information verbally and in writing, routine information with patients and staff on (for example discharge, admission, transfer) or communicates routine project information. There may be barriers to understanding for example anxious patients, cultural differences, language, or communication difficulties. Provides training to others. • Standard keyboard skills (entering information accurately), manoeuvring notes trollies
 <p>Responsibilities</p>	<ul style="list-style-type: none"> • Provides the administrative support functions for the service area • Follows departmental procedures and policies and takes initiative within standard operating procedures, advice available from supervisor or other senior staff. • Responsibility for office equipment; orders and supplies and stationery, petty cash. • Updates, maintains, stores clinical or non-clinical records, appointment/meeting details. Takes, transcribes formal minutes; maintains computerised appointment system Inaccurate maintenance of records may affect other activities within the service/department. • Misjudgements in coordination of appointments could delay related or succeeding services.
 <p>Accountabilities</p>	<ul style="list-style-type: none"> • Discretion is applied when applying known practices, processes, and procedures. Whilst support is generally available from more senior or experienced employees this is not usually required daily.
 <p>Leadership</p>	<ul style="list-style-type: none"> • May show others how to perform tasks or duties by familiarising others with the work area and processes. Provides functional guidance to staff, including staff who are more senior or who have other roles (for example notes management, file storage, ordering).
 <p>Demands</p>	<ul style="list-style-type: none"> • The work involves working in emotionally demanding situations on an occasional basis. • Concentration required when checking information and when answering queries from staff, customers, public, patients; may be required to switch tasks to prioritise urgent activities. Frequent sensory effort with competing multiple sensory demands such as alarms. Inputting at a keyboard, telephone equipment for most of the day • Office or ward or similar conditions, frequent interruptions, occasional verbal aggression from distressed consumers. Occasional exposure to bodily fluids.






Profile 3D

Key function of the role: Ensures financial information is processed in accordance with procedures and in order to provide information for payments or receipts.

 <p>Skills & Knowledge</p>	<ul style="list-style-type: none"> • Knowledge of finance and procurement procedures and finance and invoicing systems acquired through training. On average it takes nine (9) months on the job experience to gain a general understanding of finance or procurement system, MBIE rules, eligibility rules, legislation, and become familiar with relevant organisational policies and procedures. • Plans own day to day work/schedules work to meet weekly, monthly, quarterly, and annual financial or contract management timetables. • Discusses routine queries from staff, customers and suppliers where there may be issues about non- payment, incorrect or late payments or other sensitive issues; communicates statutory financial or procurement regulations or MBIE rules and contract schedules in a simplified form to non-finance people. • Keyboards skills for regular use of computer system.
 <p>Responsibilities</p>	<ul style="list-style-type: none"> • Follows clearly prescribed practices when handling/balancing cash, data entry, patient financial transactions, contract purchasing and compiling various reports. Solutions to issues are selected from a limited number of alternatives. • Responsible for petty cash float, creating invoices for patients or contractors, handles patient property and travel expenses; collects cash/cheques etc. from other sources (for example catering/car parking, non-resident payments) • Regular requirement to develop or create reports, documents. • Inaccurate records or errors in billing may cause poor relations/embarrassment with clients/patients/residents, families and vendors. Inaccurate cash flow projections may have significant impact on the organisation.
 <p>Accountabilities</p>	<ul style="list-style-type: none"> • Discretion is applied when applying known practices, processes, and procedures. Support is generally available from more senior or experienced employees. • Accountable for the quality of own work.
 <p>Leadership</p>	<ul style="list-style-type: none"> • May show others how to perform tasks or duties by familiarising others with the work area and processes. • Provides information and assistance to staff outside of their team or group to assist them to understand finance or procurement systems how to provide information for invoicing, understand contracts.
 <p>Demands</p>	<ul style="list-style-type: none"> • The work involves working in emotionally demanding situations on an occasional basis (for example difficult supplier relationships) • Concentration required when checking information and when answering queries from staff, contractors or suppliers; may be required to switch tasks to prioritise urgent activities. • Inputting at a keyboard, telephone equipment for most of the day with frequent periods of data entry. • Office or similar conditions, occasional verbal aggression from staff, interruptions, and multiple deadlines.






Profile 3E

Key function of the role: Undertake day-to-day updates of records, ensuring data quality and provide reports.

 <p>Skills & Knowledge</p>	<ul style="list-style-type: none"> • Knowledge of data privacy, confidentiality, patient administration systems/database software acquired through training. Experience of working in an administrative environment and working with computerised data systems. On average it takes six (6) months on the job to consolidate analytical, organisational, problem-solving, communication skills and learn intricacies of the system and become familiar with DHB/facility/department policies and procedure. • Has ability to prioritise work. Workload is allocated, organises own day to day tasks. • Judgement is required when interpreting guidelines and standards to determine best practices for entering, changing and reporting data. • Requires appropriate tact when interacting and discussing data quality issues with clinical staff. Communicates and coaches staff from other departments on data and database use. • Advanced keyboard skills for regular use of computer systems
 <p>Responsibilities</p>	<ul style="list-style-type: none"> • Ensure the quality of data in the electronic systems is in line with the National/Service Specification, through the running of reports, and data analysis. • Identify and process remedial actions identified to ensure standards of data quality are maintained in line with Organisational Policies & Procedures and Service Standard Operating Procedures • Ensure all information contained within systems/spreadsheets/documents is of a consistently high quality to allow for accurate records to be maintained, reporting and trends analysis to be undertaken. • Running reports within the clinical system to be able to find figures as needed. • Responsibility for the identification of anomalies in standard operating procedures to ensure the accuracy of the processes to support data quality.
 <p>Accountabilities</p>	<ul style="list-style-type: none"> • Discretion is applied when applying known practices, processes, and procedures. Support is generally available from more senior or experienced employees. • Accountable for the quality of own work.
 <p>Leadership</p>	<ul style="list-style-type: none"> • May show others how to perform tasks or duties by familiarising others with the work area and processes. • Assist in developing, maintaining and delivering an ongoing education and awareness programme for the improvement of data quality
 <p>Demands</p>	<ul style="list-style-type: none"> • Occasional exposure to information of a distressing nature (trauma, police reports, dying patients) • Regular sensory effort requiring prolonged concentration on computer work and report writing/editing with periods of competing multiple sensory demands. • Regular physical effort such as lifting, walking and standing with regular computer operation/keyboarding requiring accurate coordination of fine motor skills. • Frequent exposure to minor conditions such as interruptions and multiple deadlines.






Profile 2A

Key function of the role: Responds to and resolves enquiries via the telephone

 <p>Skills & Knowledge</p>	<ul style="list-style-type: none"> • Knowledge of a range of patient administration system and telephony software acquired through training. • Twelve (12) months previous experience working with a major telephone system. On average it takes six (6) months on the job to learn various telecommunications systems, codes and become familiar with relevant policies and procedures. • Resolves problems (for example locating notes, appointment issues) when responding to queries, escalating issues when necessary. Ability to assess, resolve and forward enquiries. • Workload is allocated, organises own day to day tasks. • Dealing with queries, checking patient information with staff and consumers. Requires courtesy and tact in all interactions. May be barriers to understanding for example anxious consumers, cultural differences, language or communication difficulties. • Advanced keyboard (typing while listening to callers) and telephone skills
 <p>Responsibilities</p>	<ul style="list-style-type: none"> • Computer based data entry of information for example updating directories or patient information. • Requires careful use of equipment and facilities. • Follows departmental procedures and policies Uses initiative within standard operating procedures, advice available from supervisor or other senior staff. • Provides advice, information and guidance to patients, carers and relatives about appointments, clinics, admissions. Provides general advice, information, guidance or ancillary services directly to staff. • Misjudgement in responding to code protocols may impact safety.
 <p>Accountabilities</p>	<ul style="list-style-type: none"> • Work is performed within guidance. Support is generally available from more senior or experienced employees
 <p>Leadership</p>	<ul style="list-style-type: none"> • May show others how to perform tasks or duties by familiarising others with the work area and processes.
 <p>Demands</p>	<ul style="list-style-type: none"> • The work involves working in emotionally demanding situations on an occasional basis. • Concentration required when checking information and when answering queries from staff, customers, public, patients; may be required to switch tasks to prioritise urgent activities. Frequent sensory effort with competing multiple sensory demands such as alarms, monitors and switchboard. Inputting at a keyboard, telephone equipment for most of the day • Office or similar conditions, occasional verbal aggression






Profile 2B

Key function of the role: Inputs and processes financial/purchasing/payroll information, completing routine transactions in accordance with procedures.

 <p>Skills & Knowledge</p>	<ul style="list-style-type: none"> • Knowledge of a range of finance and procurement procedures acquired through training. On average it takes nine (9) months on the job to become familiar with the patient information system, and relevant policies and procedures. • Analyses financial data to identify errors and sorts out problems from a range of options. Makes complex calculations about payments and decides whether and how to pursue over/under payments. • Discusses queries from staff, customers and suppliers where there may be issues about non- payment, incorrect or late payments or other sensitive issues; communicates statutory financial and procurement regulations and DHB/govt rules in a simplified form to non-finance people, discusses complicated financial matters (for example concerning invoices and payments) • Plans workload to ensure weekly, monthly, quarterly and annual financial timetables met. • Standard keyboard skills (entering financial information)
 <p>Responsibilities</p>	<ul style="list-style-type: none"> • Inputs financial data into computerised and paper databases/systems; creates financial spreadsheets. • Requires careful use of equipment and facilities. May order supplies or stock • Follows departmental procedures and policies. Uses initiative within standard operating procedures, advice available from supervisor or other senior staff. • Provides non-clinical information or advice to patients or relatives • Improper data entry may result in inaccurate records which may delay services to consumers.
 <p>Accountabilities</p>	<ul style="list-style-type: none"> • Work is performed within guidance. Support is generally available from more senior or experienced employees
 <p>Leadership</p>	<ul style="list-style-type: none"> • May show others how to perform tasks or duties by familiarising others with the work area and processes.
 <p>Demands</p>	<ul style="list-style-type: none"> • The work involves working in emotionally demanding situations on an occasional basis. • Concentration required when inputting data, checking and reconciling patient information and when answering queries from consumers/ may be required to switch tasks to prioritise urgent activities. • Work involves standard keyboard work and lifting, sorting, filing, general handling of paper records






Profile 2C

Key function of the role: Provides reception services.

 <p>Skills & Knowledge</p>	<ul style="list-style-type: none"> • Knowledge of a range of patient administration systems and case notes procedures acquired through training. • On average it takes nine (9) months on the job to become familiar with the patient information system, and relevant policies and procedures. • Additional to own work area will require knowledge of workplace systems, departments, and personnel to appropriately advise and direct consumers. • Resolves problems for others (for example locating information, appointment issues) when responding to queries, escalating issues when necessary • Workload is allocated, organises own day to day tasks. Organises for consumers (for example patient transport, discharge, appointments, admissions) • Dealing with queries, checking patient information with staff and consumers. Communicates verbally and in writing, routine information with patients and staff (for example discharge, directions, appointments) Tact and diplomacy are required; there may be barriers to understanding for example anxious consumers, cultural differences, language or communication difficulties. • Standard keyboard skills (entering consumer information), manoeuvring notes trollies
 <p>Responsibilities</p>	<ul style="list-style-type: none"> • Updates, maintains, stores clinical or non-clinical records, appointment details. • Requires correct use of equipment and facilities. May order supplies or stock and/or take payments • Follows departmental procedures and policies. Uses initiative within standard operating procedures, advice available from supervisor or other senior staff. Provides non-clinical information or advice to patients or relatives • Improper data entry may result in inaccurate records which may delay services to consumers.
 <p>Accountabilities</p>	<ul style="list-style-type: none"> • Responsible for the completion of regularly occurring tasks with general guidance. Support is always available from more senior or experienced employees.
 <p>Leadership</p>	<ul style="list-style-type: none"> • May show others how to perform tasks or duties by familiarising others with the work area and processes.
 <p>Demands</p>	<ul style="list-style-type: none"> • The work involves working in emotionally demanding situations on an occasional basis. • Concentration required when inputting data, checking and reconciling patient information and when answering queries from consumers/ may be required to switch tasks to prioritise urgent activities. • Work involves standard keyboard work and lifting, sorting, filing, general handling of case records. May include pushing trollies with patient notes. • Office or similar conditions frequent noise, occasional verbal and physical aggression; occasional exposure to body fluids






Profile 1A

Key function of the role: Enters records into information systems; generates standard reports.

 <p>Skills & Knowledge</p>	<ul style="list-style-type: none"> • Knowledge of a range of databases and systems and related procedures acquired through training. • On average it takes six (6) months on the job to become familiar with the filing system, computer systems and relevant policies and procedures. • Workload is allocated, organises own day to day tasks • Has regular contact with staff and others requiring tact and discretion when checking with staff the accuracy of information. Standard keyboard skills (entering consumer information).
 <p>Responsibilities</p>	<ul style="list-style-type: none"> • Processes and stores patient data using a computerised system, files paper or scanned information within the case record in a retrievable format. • Requires correct use of equipment and facilities. • Mis-keyed records/reports may delay related services or incorrectly produced reports or have some financial impact
 <p>Accountabilities</p>	<ul style="list-style-type: none"> • Responsible for the completion of regularly occurring tasks with general guidance. Support is always available from more senior or experienced employees.
 <p>Leadership</p>	<ul style="list-style-type: none"> • May show others how to perform tasks or duties by familiarising others with the work area and processes.
 <p>Demands</p>	<ul style="list-style-type: none"> • The work involves working in emotionally demanding situations on an occasional basis. • Concentration is required for data inputting, checking information and when answering enquiries. • Inputting into computer for a substantial proportion of working time. • Work involves standard keyboard work and lifting, sorting, filing. • Office or similar conditions; use of multiple systems or screens.






Profile 1B

Key function of the role: Initiates, retrieves and files case records, responds to routine requests for information.

 <p>Skills & Knowledge</p>	<ul style="list-style-type: none"> • Knowledge of a range of patient administration systems and case notes procedures and some simple release of information processes within the organisation, acquired through training. • On average it takes six (6) months on the job to become familiar with the filing system, computer systems and relevant policies and procedures. • Investigates and tracks case notes. • Workload is allocated, organises own day to day tasks • Has regular contact with ward/clinic staff and others requiring tact and discretion when discussing health record issues. • Standard keyboard skills (entering information accurately), manoeuvring notes trollies
 <p>Responsibilities</p>	<ul style="list-style-type: none"> • Processes and stores patient data using a computerised system, files paper or scanned information within the case record in a retrievable format. • Requires correct use of equipment and facilities. • Performs routine release of files and records following standard operating procedure and legislative requirements and under supervision. Deals with enquiries, advice and guidance available from line manager. • Misfiled health records/reports may delay related services.
 <p>Accountabilities</p>	<ul style="list-style-type: none"> • Responsible for the completion of regularly occurring tasks with general guidance. Support is always available from more senior or experienced employees.
 <p>Leadership</p>	<ul style="list-style-type: none"> • May show others how to perform tasks or duties by familiarising others with the work area and processes.
 <p>Demands</p>	<ul style="list-style-type: none"> • The work involves working in emotionally demanding situations on an occasional basis. • Concentration is required for data inputting, checking information and when answering enquiries • Work involves standard keyboard work and lifting, sorting, filing, general handling of case records. May include pushing trollies with patient notes. Office or similar conditions/ dusty conditions in archive storage areas

Clinical Coder Profile

Key function of the role: Analysing clinical records and translating statements into health classification codes

 <p>Skills & Knowledge</p>	<p>Guidance:</p> <ul style="list-style-type: none"> o Clinical coding profile should only be allocated to roles in clinical coding teams and within the HIMMA accreditation framework <ul style="list-style-type: none"> • Knowledge of computer use, coding procedures & conventions; knowledge of medical terminology, anatomical and physiological terms; acquired through work-based training, Accredited Clinical Coder qualification through HIMAA. • Abstracting and analyse complex patient clinical records; use judgement to translate cases where the procedure undertaken not readily codable, application of clinical coding conventions. Cases allocated by supervisor or manager. Issues regarding interpretation may require problem solving. • Communicate complex coding rules to medical, clinical and administrative staff and external agencies. Requires appropriate tact when interacting and discussing issues with other departments. Has regular contact with clinicians. • Keyboards skills for regular use of computer systems.
 <p>Responsibilities</p>	<ul style="list-style-type: none"> • Implements agreed local variations to coding rules, comments on proposed changes. • Process and codify patients' case notes, test results. May participate in audits. • Provide general advice, information, guidance or training directly to clinical staff. .
 <p>Accountabilities</p>	<ul style="list-style-type: none"> • Discretion is applied when applying known practices, processes, and procedures. Whilst support is generally available from more senior or experienced employees this is not usually required daily.
 <p>Leadership</p>	<ul style="list-style-type: none"> • Provides occasional guidance to the primary function of others, including training. Provides functional guidance and/or specialty advice to clinical staff. Acts as mentor for less experienced coding officers.
 <p>Demands</p>	<ul style="list-style-type: none"> • Occasional exposure to distressing circumstances (for example staff issues or dealing with complaints from or distressed consumers or stakeholders) Regular sensory effort requiring concentration on computer work and report writing/editing with periods of competing multiple sensory demands. • Regular physical effort such as lifting, walking and standing with regular computer operation/keyboarding requiring accurate coordination of fine motor skills. • Occasional exposure to minor conditions such as verbal abuse, interruptions and multiple deadlines with some travel.