

CONFIDENTIAL
JOB DESCRIPTION

Position:	Outreach Immunisation Support Worker / Administrator
Purpose:	✓ Effectively manage patient data ✓ Provide prompt and friendly support to patients, whanau and other stakeholders

INCUMBENT'S PERSONAL DETAILS

Employee Name:	
Phone No:	
Mobile No:	
Email:	

AUTHORITIES

Reports To:	Community Outreach Services Manager
Number of Direct Reports:	Nil
Staffing:	Nil
Financial Authority:	Nil

KEY RESPONSIBILITIES

<u>Key Accountabilities:</u>	<u>Tasks:</u>
Relationship Management / Customer Services	<p>Immunisation Outreach key tasks:</p> <ul style="list-style-type: none"> ✓ Encourage childhood immunisations by sharing information with key stakeholders (i.e. parents, GPs, Practice Nurses, etc.) ✓ Assist Outreach team to track down hard to find families ✓ Follow up with parents on overdue immunisations ✓ Attend home vaccinating appointments with the Child Health Vaccinator providing support as required ✓ Process referrals to other services ✓ Provide support at drop in clinics ✓ Check and action OIS correspondence in a timely and professional manner ✓ Ensure incoming calls are attended to ✓ Confirm OIS appointments the day prior to the appointment ✓ Assist with the scheduling of home visits for the Child Health Vaccinator
Data Entry	<p>Immunisation Outreach key tasks:</p> <ul style="list-style-type: none"> ✓ Maintain the Outreach database and OIS notes on Whaihua ✓ Advise the AIR team of the status of OIS referrals ✓ Accept and process OIS referrals ✓ Ensure timely follow up for accelerated referrals ✓ Process OIS alerts ✓ Prepare outreach documents for teams on the road the following day (booking schedules, drop in lists, maps, status queries etc) ✓ Load appointments into Medtech Evolution ✓ Scan incoming AIR forms to the AIR team
Reporting	<ul style="list-style-type: none"> ✓ Report on and evaluate quality improvement of the programmes' communications, business processes and IT systems (what works, what doesn't and suggestions for improvement) in a timely manner ✓ Report, resolve or escalate any security and privacy breaches by system users promptly.
Health and Safety	<ul style="list-style-type: none"> ✓ Recognise individual responsibility for workplace Health and Safety under the Health and Safety Act 1992.
Treaty of Waitangi	<ul style="list-style-type: none"> ✓ Integrated awareness of the Treaty of Waitangi and the special access needs of Maori into administration and communication processes
Office Maintenance	<ul style="list-style-type: none"> ✓ Support a presentable office environment by keeping:

	<ul style="list-style-type: none"> ▪ Clean and organised desk space ▪ Completed/finalised documents are filed ▪ Cleanliness & hygiene of office equipment (computer, phone, keyboard, etc.) ▪ Neat & tidy kitchen and lunch room (dishes in the dishwasher, surfaces wiped, rubbish disposed, etc.)
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MEETINGS

<u>Meeting:</u>	<u>Frequency:</u>
OIS Team Meeting	Monthly
Any other meetings as required	

JOB REQUIREMENTS

Delivering Results

Maintaining a high level of commitment to personally getting things done.

Behaviours

- ✓ Assume personal responsibility for achieving outcomes
- ✓ Work effectively with little direction
- ✓ Dependable and responsible
- ✓ Exerts the personal effort and hard work to achieve results
- ✓ Does not give up easily, persists to achieve results
- ✓ Overcomes obstacles to achieve results

Quality Focus & Relationship Management:

Anticipate needs by designing, promoting or supporting the delivery of services that exceed expectations.

Behaviours

- ✓ Actively gathers information and works to understand their perspectives
- ✓ Listens to and values, suggestions and feedback
- ✓ Anticipates individual needs
- ✓ Within areas of control, will develop services to better meet the needs of clients
- ✓ Actively champions the fulfilment of client needs within the organisation
- ✓ Monitors work, systems and process and takes actions they meet or exceed standards.

In Depth Problem Solving and Analysis:

Solves difficult problems through careful and systematic evaluation of information, possible alternatives and consequences.

Behaviours

- ✓ Quickly learns new information, and uses that information to provide timely and innovative

- solutions to problems.
- ✓ Considers alternatives and possible consequences, decides upon a course of action and assumes responsibility for decisions.

Team Work, Collaboration and Relationship Management

Effectively working and collaborating with others towards a common goal

Behaviours

- ✓ Values relationships within, across and outside the organisation
- ✓ Actively builds and maintains relationships that support business goals
- ✓ Personalises work relationships to facilitate smooth operations
- ✓ Displays good social skills
- ✓ Build and maintains cooperative working relationships with others
- ✓ Assists others in the completion of their tasks to support group goals
- ✓ Listens to and values the input of other

Continuous Improvement:

Seek opportunities to improve current processes, systems and methods to promote reliability, quality and efficiency of output.

Behaviours

- ✓ Always looks for ways to improve the quality of work
- ✓ Seeks opportunities to improve general work processes, methods and systems.
- ✓ Is willing to alter current processes and methods when appropriate.
- ✓ Encourages others to apply the discipline of continuous improvement
- ✓ Is personally committed to improving the overall quality, efficiency and effectiveness of own work, and the work of group or department.

Business Communication: Verbal/Written

Communicate clearly and effectively in English with people inside and outside of the organisation.

Behaviours

- ✓ Develops a good communication rapport with other people
- ✓ Is a good Listener
- ✓ Readily shares useful information and knowledge
- ✓ Articulates thoughts and ideas clearly
- ✓ Is truthful and constructive in communications
- ✓ Is competent at expressing ideas when communicating with the written word

Values

- ✓ Professionalism
- ✓ Respect
- ✓ Integrity
- ✓ Support
- ✓ Education

Skill Requirements

- ✓ Computer literate
- ✓ Data entry experience

- ✓ Experience in working with customer services (e.g. call centre)
- ✓ Good understanding of primary health
- ✓ Good understanding of child health, child immunisations and other early interventions for children.

Variations to Position Description

<p>This position description describes the accountabilities and requirements of the position and is intended as a guide to the main elements of the role and should not be considered as a complete listing of all duties and tasks that may be undertaken. This position description is not intended to be restrictive and may change. Every effort will be made with the post holder about changes internally or externally to the organisation.</p>
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SIGNATURES

JD approved by:	
Signature:	
Date:	
Employee Name:	
Signature:	
Date:	