

# TOI-OHOMAI

Institute of Technology

## JOB DESCRIPTION

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| <b>Job Title:</b>   | Clinical Administrator  |
| <b>Department:</b>  | Faculty Health, Education & Environment   |
| <b>Reports To:</b>  | Clinical Placement Lead   |
| <b>Job Purpose:</b> | <p>Assist with the provision of effective and efficient Clinical Administration for all nursing programmes:</p> <ul style="list-style-type: none"> <li>• Assist Clinical Placement Lead and Clinical Coordinator to provide effective and efficient Clinical Co-ordination for all nursing programmes</li> <li>• Provide active support, assistance and a positive contribution to the wider team, internal and external stakeholders</li> <li>• Ensure that the work environment reflects a strong focus on quality, continuous improvement and Health and Safety</li> </ul> |
| <b>Date:</b>        | January 2025  |

### Toi Ohomaitanga: how we act and behave at Toi Ohomai will be guided by our values

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| WHANAUNGATANGA  | TOITUTANGA  | MANAAKITANGA   | KOTAHITANGA   |

### Toi Ohomai Institute of Technology Strategic Intent

Globally education is undergoing disruptive change, driven by technology; learner expectations of employment outcomes; as well as employer & government expectations of relevance and value. Delivery models have changed more in the past 10 years than in the previous 1000 years and are expected to change even more rapidly. In this context Toi Ohomai will systematically and continuously adapt to ensure that its education models and practices are relevant; that our technology, systems and processes meets future business needs; that staff capability and culture embraces change; and our physical asset base meets future learning needs, with a specific focus on improving access to education and enabling employment opportunities throughout the Bay of Plenty.

Toi Ohomai's ability to produce the best possible outcomes for our students, communities and business through seamless connectivity with our regional stakeholders, and Iwi in particular, is critical to the social, cultural, environmental and economic wellbeing of the wider Bay of Plenty region.

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| <b>Toi Ohomai's Strategic Intent is to:</b>          | <b>We will:</b>   |
| 1. <i>have meaningful and effective partnerships</i> | <p>a. Be a strategic education partner to Iwi, industry and the communities in the region.</p> <p>b. Recognise Iwi of the region as rights holders.</p> |

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|--|---|
|  | <p>c. Work collaboratively with other education providers.</p> <p>d. Work closely with government agencies.</p>   |
| <p>2. <i>deliver tertiary education, research and technology transfer to meet the needs of the region.</i></p> | <p>a. Ensure that we understand and meet the tertiary education needs of the region.</p> <p>b. Provide accessible and adaptable pathways for learners.</p> <p>c. Develop our discipline and research strengths to align with those of the region.</p> <p>d. Be active in technology transfer and applied research for industry.</p>   |
| <p>3. <i>be innovative and support innovation</i></p>  | <p>a. Create an organisational culture that encourages and supports innovative practice.</p> <p>b. Develop activities that support new innovators and entrepreneurs in our region.</p> <p>c. Embrace and share new technologies and practices in education and industry.</p> <p>d. Build our capability and delivery of STEM subjects and courses.</p>  |
| <p>4. <i>be learner-centred</i></p>  | <p>a. Offer a range of services to support student success prior to enrolment, during their study and beyond graduation.</p> <p>b. Tailor our educational delivery to suit the needs of the learners and to enhance their employability.</p> <p>c. Ensure our campuses, programmes, delivery and support mechanisms engage and support Māori and Pasifika students to achieve success.</p> <p>d. Create a culturally-safe environment for all learners.</p> |
| <p>5. <i>be a sustainable organisation</i></p>   | <p>a. Ensure that we are financially responsible and sustainable.</p> <p>b. Develop revenue streams appropriate to our core purpose.</p> <p>c. Maintain the highest standards of health and safety for our staff and students.</p> <p>d. Develop the capability of our staff to meet the future needs of the organisation.</p> <p>e. Minimise our negative environmental impact.</p> <p>f. Contribute to the social cohesion of our communities.</p>        |

#### Resource Management:

| Financial Authorities:  | Staff Authorities:  |
|---|---|
| <p>Budget owner: No</p> <p>Delegated Financial Authority as per Toi Ohomai's Delegations Policy: No</p> | <p>Number of Direct Reports: N/A</p> <p>Number of Indirect Reports: N/A</p> <p>Responsible for contract staff, and/or coaching, training of others: No</p> <p>Responsible for new employee hire: No</p> |

#### Functional Relationships:

| INTERNAL   | EXTERNAL  |
|--|---|
| <ul style="list-style-type: none"> <li>● Nursing Leadership team</li> <li>● Teaching staff</li> <li>● Clinical team</li> <li>● Students</li> </ul> | <ul style="list-style-type: none"> <li>● Te Whatu Ora Health New Zealand</li> <li>● Public Health Organisations</li> <li>● Iwi, Community and Industry groups</li> <li>● Other student placement providers</li> </ul> |

## Key Competencies are framed by Toi Ohomai's Strategic Intent

The delivery of all key competencies should align to the delivery of Toi Ohomai's Strategic Intent and values.

The following list articulates the generic key responsibilities of the role. In addition to these the employee may also be required to undertake reasonable tasks and projects beyond these responsibilities.

| Key Competencies:   | Expected Outcomes:   |
|---|--|
| <p><b><i>Clinical Administrator Tasks</i></b></p> <ul style="list-style-type: none"> <li>● Develop and maintain exceptional internal and external customer relationships.</li> <li>● Provide efficient and effective Clinical administration support to the Nursing Team.</li> <li>● Ensure the management of electronic systems are maintained at a high level.</li> </ul>   | <ul style="list-style-type: none"> <li>● Customer service and contact is met in an efficient, accurate and timely manner.</li> <li>● Local Advisory Committee meetings are organised, managed and documented.</li> <li>● Administrative support internally and externally is met in an efficient, accurate and timely manner.</li> <li>● Manage the development and maintenance of contracts between clinical providers and Toi Ohomai.</li> <li>● Raise purchase orders for placement providers to facilitate timely payment of invoices</li> <li>● Accurate and timely reports, documentation and records are readily accessible to the Nursing team</li> <li>● Track health screening and first aid requirements for new and ongoing enrolments</li> <li>● Order student and staff uniforms and badges and other resources as required.</li> <li>● Complete enrolment into clinical courses as required. Eg Facilitated Learning</li> <li>● Support teaching delivery through admin support, eg management of google classroom</li> <li>● Support the functions of the Clinical Coordinator and other Clinical team staff.</li> </ul> |
| <p><b><i>Wider Team and Organisational Contribution</i></b></p> <ul style="list-style-type: none"> <li>● Ensure active support for the nursing team with involvement in marketing, promotions, recruitment, teambuilding activities and projects as required.</li> <li>● Uphold and promote the bicultural strategy of the organisation through active participation in Māori language, customs and protocols.</li> </ul>   | <ul style="list-style-type: none"> <li>● Nursing team are supported in a positive and collegial work environment.</li> <li>● Demonstration of Māori language, customs and protocols is visible.</li> </ul>   |
| <p><b><i>Safety, Quality and Continuous Improvement</i></b></p> <ul style="list-style-type: none"> <li>● Ensure that the health and safety of fellow staff and students comply with internal and external relevant policies and procedures of the Health &amp; Safety in Employment Act.</li> <li>● Seek to improve the quality of service to internal and external stakeholders, underpinned by compliance to quality assurance measures and procedures as per the PMF (Performance Management Framework).</li> <li>● Ensure that dealings with staff, students and stakeholders are carried out in a professional manner and conform to requirements within the staff Code of Conduct.</li> </ul> | <ul style="list-style-type: none"> <li>● Incidents/accidents are reported per the policies and procedures and timelines.</li> <li>● Potential hazards are identified and reported appropriately minimising the risk to staff and students.</li> <li>● Demonstrates commitment to ongoing personal, professional and interpersonal development through implementation and achievement of the annual Professional Development Plan.</li> <li>● Opportunities to improve the effectiveness and quality of processes and customer services are identified.</li> <li>● The staff Code of Conduct requirements and policies are observed and adhered to.</li> </ul>  |

**Note:**

The above Key Performance Indicators are provided as a guide only. You are expected in your role to undertake any and all reasonable and lawful instructions and / or delegated tasks given by your manager, or someone in a position authorised to give such instruction. The precise performance measures for this position should be discussed between the jobholder and manager as part of the performance development process.

| <b>Person Specification:</b>   |   |
|--|---|
| <b>Qualifications</b>  |   |
| <b>Essential:</b>  | <b>Desirable:</b>   |
| <ul style="list-style-type: none"> <li>• A tertiary qualification at least certificate level related to business administration or a relevant front office subject area, or equivalent skills and knowledge</li> </ul>   | <ul style="list-style-type: none"> <li>• Diploma level qualification</li> <li>• Qualification in Administration processes</li> </ul>  |
| <b>Knowledge / Experience</b>  |   |
| <b>Essential:</b>  | <b>Desirable:</b>   |
| <ul style="list-style-type: none"> <li>• Knowledge of administration processes</li> <li>• Experience of working in a team</li> </ul>   | <ul style="list-style-type: none"> <li>• Experience in the education and or health Industry</li> <li>• Experience in the use of student management and purchasing systems.</li> <li>• Experience in a customer service role.</li> </ul>                       |
| <b>Skills and Attributes</b>   |   |
| <b>Essential:</b>  | <b>Desirable:</b>   |
| <ul style="list-style-type: none"> <li>• Ability to work from plans and ideas</li> <li>• Excellent oral and written communication skills, particularly at an inter-personal level</li> <li>• Ability to be self-motivating and able to work independently; and as part of a team</li> <li>• Display of a high level of professional and ethical conduct</li> <li>• Understanding and commitment to Equal Educational Opportunities</li> <li>• An awareness and understanding of Te Tiriti O Waitangi</li> <li>• Interest in continued enhancement of personal knowledge and abilities</li> <li>• PC based computer literacy skills eg Microsoft office and google suite</li> </ul> | <ul style="list-style-type: none"> <li>• Understanding, knowledge and skills in education and training programmes</li> <li>• Experience and knowledge of quality systems.</li> <li>• An awareness and understanding of biculturalism in education.</li> </ul> |

**Change to Job Description:**

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment; including but not limited to technological requirements or statutory changes. Such change may be initiated as necessary by the manager of this position. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.