

**POSITION DESCRIPTION:  
PRACTICE OPERATIONS COORDINATOR**

**KUPU WHAKATAKI - FOREWORD**

Nelson Bays Primary Health (NBPH) promotes and supports quality community health services, with an emphasis on keeping people healthy. Our vision is “Healthy people... healthy workforce.... healthy community” – Kia piki te ora o ngā tāngata katoa.

Nelson Bays Primary Health (NBPH) leads and coordinates a range of primary health care services through its contracted general practices and other primary health providers e.g., Māori Providers and non-government organisations, in the delivery of the Primary Health Care Strategy. The organisation holds contracts with Te Whatu Ora (TWO) and other providers for these services. Nelson Bays Primary Health is committed to reducing health inequalities within the health system.

**HE KAUPAPA NUI - PURPOSE**

Nelson Bays Primary Health (NBPH) provides a range of primary care services through affiliated General Practice teams and the wider Primary Healthcare Networks.

The Practice Operations Coordinator will provide efficient customer services and administrative functions to assist our efforts to support the primary health networks. This includes working with, General Practice staff, Practice Relationship managers, and other key stakeholders to ensure that contractual obligations around our clinical programs are met, with a particular focus on claims.

**WHĀINGA TŪRANGA - POSITION OBJECTIVES**

The Practice Operations Coordinator role encompasses two key areas of Primary Health, these include administration and claims support.

**Practice Operations Coordinator:**

- Ensuring effective relationships are managed with key stakeholders
- Support Project Management –as required to ensure delivery of desired outcomes and obligations.
- Evaluation and reporting of service delivery
- Provide outstanding and timely coordination services to our General Practice teams (Practice Managers and other practice staff), Karo (or their equivalent), PMS vendors, DHB, and Pharmacies
- Coordinate the implementation and processing of clinical program claims via halcyon (or its equivalent).
- Provide essential communication and administration functions related to clinical programs, Ministry requirements, and contracts from Health New Zealand – Te Whatu Ora.
- Will support the Primary Health team to provide administration support for capitation-based funding registers, service utilisation and clinical performance indicator reports, clinical programs, general practice communication, and related projects.
- Support the Primary Health Team to plan and offer practice-centered services
- To provide efficient customer services and administrative functions to assist our efforts to support the Primary Health networks
- Other duties as agreed with the Chief Executive or his/her delegate

## WHANAUNGATANGA - RELATIONSHIPS

- **Reports to** Primary Health Manager
- **Internal Relationships:** Nelson Bays Primary Health staff
- **External Relationships:** Nelson Bays Primary Health general practice teams and providers  
Nelson Bays Primary Health Clinical Governance Committee  
Community Pharmacy  
Health New Zealand – Te Whatu Ora Staff  
NBPH Board Members  
Other organisations and businesses as appropriate

## TE WĀHI - LOCATION

This is a position located at the office of Nelson Bays Primary Health.

## HAUORA WHAKARURUHAU - HEALTH AND SAFETY

Nelson Bays Primary Health is committed to achieving the highest level of health and safety for its staff. All employees are expected to take the initiative and identify report and resolve issues that may cause harm to themselves or others in the organisation. As an employee of Nelson Bays Primary Health, the health and safety of yourself, all employees, colleagues, and visitors are your responsibility. You are expected to work safely at all times and to actively participate in health and safety programs in your area. It is expected that you will report all accidents, incidents, or potential hazards to your direct line supervisor.

## TE TIRITI O WAITANGI

Nelson Bays Primary Health is committed to its obligations under Te Tiriti O Waitangi. All employees are required to understand and implement Te Tiriti O Waitangi within their work and actively participate in opportunities and initiatives that will contribute to reducing the disparity in health status between Māori and non-Māori.

NGĀ MAHI MATUA - KEY TASKS	NGĀ HAEPAPA - RESPONSIBILITIES
<b>DUTIES</b>	<ul style="list-style-type: none"> <li>• Support the Primary Health team to manage funded clinical program claims ready for financial close-off each month</li> <li>• Provide administration support for capitation-based funding registers, service utilisation and clinical performance indicator reports, clinical programs, general practice communication, and related projects.</li> <li>• Provide support with quarterly updates for fees increases, changes and review processes, practice information, and enrolment certification</li> <li>• Create efficient systems for claiming</li> <li>• Support the project lead for small contract development and management aligned to the clinical programmes</li> <li>• Support and have an understanding of the systems required to introduce a new clinical program and work with stakeholders to implement</li> </ul>



	<ul style="list-style-type: none"> <li>• Complete all monthly and quarterly reports promptly and to a high standard</li> <li>• Assisting the Primary Health team with inquiries regarding Clinical Programme Customer Support</li> <li>• Support the Primary Health team with data gathering and analysis for practice sustainability and financial viability</li> <li>• Participate in NBPH multi-disciplinary team to support the wider team referral function focussing on the administration function</li> <li>• Other duties as agreed with the Chief Executive or his/her delegate</li> </ul>
<b>COMMUNICATION</b>	<ul style="list-style-type: none"> <li>• Maintain effective interpersonal relationships with all staff members, committee and board members, community representatives, and businesses as necessary</li> <li>• Speak and write clearly; conveying essential information without unnecessary complexity</li> </ul>
<b>QUALITY IMPROVEMENT/AUDIT ACTIVITY</b>	<ul style="list-style-type: none"> <li>• Demonstrate willingness and involvement in quality activities to achieve service and organisational objectives in an innovative manner</li> <li>• Offer Support on annual work plans</li> <li>• Contribute to the team environment in which objectives and plans can be achieved and its performance enhanced</li> <li>• Take all opportunities to obtain new skills and competencies which will enhance the delivery of service</li> <li>• Take personal responsibility for making things happen</li> </ul>
<b>NGĀ TIKANGA MĀORI</b>	<ul style="list-style-type: none"> <li>• Attends to cultural practices of Māori, such as Te Reo, Powhiri, Whanaungatanga, Whānua ora, Karakia, Waiata, Wairuatanga and Manaakitanga.</li> <li>• Assists in the establishment and maintenance of effective relationships with Iwi Māori Health, Mental Health Providers, General Practices and community agencies</li> <li>• Integrates Māori practice models alongside clinical practice where possible</li> <li>• Undertakes cultural and clinical supervision</li> <li>• Tino Rangatiratanga is encouraged in all professional relationships.</li> <li>• Ongoing upskilling and training in Te Ao Māori</li> </ul>
<b>HEALTH AND SAFETY/RISK MANAGEMENT</b>	<ul style="list-style-type: none"> <li>• Health &amp; Safety is considered to be everyone's responsibility; all staff are required to actively contribute to maintaining a safe working environment</li> <li>• Demonstrate willingness and involvement in health &amp; safety activities</li> <li>• Maintain familiarity with and active involvement in the identification and management of Health and Safety. Be familiar with and actively involved in the identification and management of Health and Safety issues, risks, policies, and</li> </ul>



	reporting processes applicable to all work-related environments
<b>POLITICAL AND ADVOCACY SKILLS</b>	<ul style="list-style-type: none"><li>• Work positively, sensitively, and constructively with all staff, members, and community representatives to secure positive ongoing primary health outcomes and relationships</li><li>• Maintain strict confidentiality</li></ul>

#### **MĀTAURANGA ME NGĀ PUKENGA - EXPERIENCE AND KNOWLEDGE**

- Experience with accounts and claims would be preferable
- Experience within the health sector would be an advantage
- Excellent knowledge of Microsoft Office package and understanding of databases
- Clean driver's license

#### **WHANONGA PONO – PRINCIPLES AND ATTRIBUTES**

- Excellent communication skills; demonstrates respect for others for the promotion of mutual trust
- Strong co-ordination and administration skills; Good organisational skills with the ability to follow a task through to completion
- Manages time effectively by adopting a disciplined approach to establishing and following priorities of work
- Works effectively in a team-focused environment as well as being able to work independently
- Adopts an open and supportive relationship with the other staff, involving them in decision making where appropriate
- Adaptable and flexible in the work environment, with an ability to think laterally; sound problem-solving skills
- Open to change and willing to adapt and initiate change within the overall development of services to better meet the needs of those we serve
- Develops logical and complete plans to resolve service or process issues
- Positive attitude with a realistic outlook; energetic and motivated, demonstrating flair and initiative with tact, integrity, and maturity
- Sense of humor

<b>Signed by NBPH Employee:</b>	<b>Signed for and on behalf of the employer:</b>
Name: _____	Name: _____
Signature: _____	Signature: _____
Date: _____	Date: _____