

Position Description

Title	Medical Administrator
Location	Flexible
Reports To	Group Administrator Manager
Direct Reports	No

About Habit Health

Our purpose is to support people in their community to optimise health and live their best life. We support people on mental and physical health journeys, helping them restore function, grow stronger, re-establish, and grow social, whanau, and/or spiritual connections, be safe at work, gain independence and learn how to manage their pain.

We pride ourselves on being the best option in New Zealand for organisations looking for integrated health services at scale.



Position Purpose

The purpose of the Medical Administrator role is to manage all aspects of administration for our medical professionals.

This position description is not intended to be complete or limiting – the role will require a proactive and flexible approach to managing tasks that support a rapid and innovative environment.

Key Accountabilities

Medical Administration

Referral Entry

- Enter referrals into Gensolve as “awaiting approval” contracts. These are usually via neurosurgeons, orthopedic surgeons, specialists, GP’s, or internal clinicians.
- Once triaged by a doctor seek ACC funding for service recommended by a doctor, i.e. pain management services or single medical discipline assessment, or if privately funded then call the client to discuss options or apply for Southern Cross Health/insurance funding.
- When funding approval has been received amend the contract in Gensolve and add budget.
- Call the client to book an appointment and send the appointment letter, consent form, ePPOC, etc.
- Chase funding approvals if not received within a timely manner.
- Request medical notes.
- Monitor typing of reports and send reports.
- Add appointment charges and complete appointments.
- Seek ACC funding for clients booked in for follow-ups
- Book room for doctors in advance.
- Coordinate appointments Dr’s when traveling to various regions.

- Request funding of diagnostic medical branch blocks and radiofrequency neurotomy procedures, book clients in, and send appointment letters and information sheets.
- Send procedure reports.

Collaborative Teamwork

- Customer service focus, everyone is a customer of this service (internal and external)
- Foster a collaborative and positive teamwork approach to daily workflow and team needs. Ensure efficient, effective, high quality, and smooth functioning of all medical administration.
- Consistently demonstrate the following personal attributes: adaptable, approachable, agile, positive, proactive, and approach all situations with a can-do attitude and use initiative to problem solve
- Positively contribute to encouraging a fun, productive, and safe team culture.

General Accountabilities

- Undertake any other duties at the request of the manager, which are commensurate with the role including project work and absence cover.
- Ensure that services are delivered in line with Habit Health values, standards, and other guidelines and contractual requirements.
- Understand and apply the principles of the Te Tiriti o Waitangi
- Adhere to the policies and procedures.
- Adhere to the Delegation Authority Framework, and Limitation of Authorities (if any) Framework.
- Undertake training as relevant to your position.
- Participate in surveys and audits as necessary in order to enable the Company to meet its statutory requirements.
- Manage key working relationships (internal and external).
- Adhere to the professional standards of the relevant statutory body if applicable.



Key Performance Indicators

Deliverables

- BAU – Consistently deliver accountabilities as outlined in this position description.
- Objectives – Discussed, confirmed, and documented as part of the annual performance review cycle.
This may include:
 - Metrics
 - Projects
 - Process improvement initiatives
 - Other stretch objectives

Core Behavioural Competencies

Please refer to SharePoint for the full descriptors.

<p>Customer focus*</p>  <p>Act with the customer in mind and ensuring the customer is at the centre of everything you do.</p>	<p>Motivation to achieve</p>  <p>Be action-oriented and respond positively to challenges and opportunities.</p>	<p>Teamwork</p>  <p>Work together constructively and put the team ahead of individual success.</p>	<p>Leadership**</p>  <p>Provide clear direction and build commitment within the team to achieve Habit Health objectives.</p>
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*Customer is encompassing of all customer groups eg. Internal teams, clients, stakeholders etc.

**Only applies to people managers and roles on pathway to leadership.

Culture

Exemplify our vision, purpose, and values in everything that you do.

Health and Safety

Habit Health is committed to providing a safe and healthy working environment for all staff, including contractors.

You are responsible for:

- taking reasonable care of your own and others' health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others.
- actively maintain up-to-date knowledge of health and safety procedures available on SharePoint and comply with reasonable instructions, policies, and procedures to ensure Habit Health is able to comply with the Health and Safety at Work Act 2015 and relevant regulations.
- identifying and reporting hazards, risks, injuries, illness, and incidents (including near misses) that arise from your work or in the workplace and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so eg. manager or health and safety representative (or another contact as appropriate).

Qualifications, Knowledge, Skills, and Experience

Qualifications & Experience

- Microsoft Office 365 (certified or highly proficient)
- Gensolve experience
- 5+ years of senior administration experience

Personal Attributes

- Strong personal maturity with the ability to prioritise and delegate.
- Strong all-around ability and well-developed EQ.
- Passionate and positive well-rounded, down-to-earth character who can inspire trust and confidence across a professional services group.
- Calm, approachable, organized, structured, and methodical.
- Excellent time management skills and ability to prioritise work.
- Attention to detail, accuracy, and solutions-focused mindset.

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