



Position Description

Third Party Reproduction Administrator



Position Details	
Employee Name	
Position	Third Party Reproduction Administrator
Main Location(s)	Fertility Associates Group – Auckland
Reports to	Third Party Reproduction Team Leader
Direct Reports	None
Key Internal Relationships	Clinic teams: Doctors, Nurses, Laboratory and Administration Colleagues Counsellors / Psychologists ECART Coordinator Ministry of Health Coordinator Marketing & IT FA Team Leaders and Clinic Managers Accounts Team
Key External Relationships	Patients and the families and partners of patients Suppliers Ministry of Justice

Our Organisation

Fertility Associates has experienced sustained success and growth within New Zealand as the leading provider of fertility medicine.

Our people and patients are our priority. Having talented, engaged and passionate people demonstrating care, responsiveness and excellence will result in positive patient experiences, and a workplace that we can all be proud of.

Your role is critical in our ability to deliver fertility services that brings hope for our patients, that is world-leading, and enables growth for our people and business.

Position Purpose

The main purpose of your position is to work collaboratively with the TPR team and other key stakeholders to ensure team objectives and KPIs are achieved. This role coordinates the national third-party services through the effective management of clinic donors, personal donors, use of auxiliary services (doctors, nurses, lab staff and counsellors), donor information and inventory. The role assists patients to find New Zealand based donors, provides patient education, and establishes a compassionate environment by providing emotional support to donors and recipients.

Contribution to our Values

CARE is demonstrated by:

- Understanding and respecting the differing needs of patients and colleagues for communication and information.
- Acting with compassion and diligence at all times
- Providing services to patients and staff of different levels and needs

RESPONSIVENESS is supported/demonstrated by:

- Providing efficient and empathetic first contact services
- Working positively within a multiple demand work environment
- Supporting colleagues from all teams to provide consistent quality service

EXCELLENCE is supported/demonstrated by:

- Identifying and contributing to improving service excellence



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- Continuous focus on achieving high standards
- Contributes to company KPIs:
 - through communication, service, empathy and diligence to positively impact patient satisfaction
 - through effective and efficient support of internal stakeholders for improved productivity

Key Accountabilities	
Te Tiriti O Waitangi	Expected Outcomes
<ul style="list-style-type: none">• Supports the pursuit of Māori health gains.• Supports Māori oversight and ownership of decision-making processes necessary to achieve Māori health equity.• Enables Māori self-determination with the ability to exercise authority over their treatment according to Māori philosophies, values and practices including tikanga Māori.	<ul style="list-style-type: none">• Māori and Māori communities can exercise their authority to improve their health and wellbeing.• We have a fair and sustainable system which delivers more equitable outcomes for Māori.• Racism and discrimination in all its forms is addressed.• The inclusion and protection of hauora Māori (Māori philosophy comprising of the physical, mental, family and spiritual dimensions) and mātauranga Māori (Māori knowledge and understanding).
Patient Administration	Expected Outcomes
<ul style="list-style-type: none">• Responds and processes requests to discard frozen gametes and update relevant databases• Manages sibling sperm reservations• Invoices for Cryo storage• Coordinates shipping of donor gametes and tracking• Transfers donor records as needed	<ul style="list-style-type: none">• Discards and monthly invoicing are processed on time and in a respectful manner• Recipients are provided with ample opportunity to reserve samples for siblings in the future.• Shipping recipients are informed, consented, updated and their treatment plans are not delayed• External clinics and donors receive complete sets of donor records when requested.
Sperm & Egg Donor Administration	Expected Outcomes
<ul style="list-style-type: none">• Works cooperatively in response to FA's marketing campaigns for donors and recipients• Responds to donor enquiries, providing detailed information to donors• Schedules and changes patient appointments (donation visits, screening, doctor, counsellor, nurse)• Witnesses and manages full administration / handling / storage of documents• Compiling donor profiles	<ul style="list-style-type: none">• Donor enquiries are actively managed to meet donor and TPR KPI expectations.• Statistical KPI donor data is collected for analysis and customer centric evaluation• Donation programs are actively managed to prevent drop out and completion in a timely manner• At all times donor records are maintained, concise and transparent to all TPR Team members• Profiles are an accurate description of a donor's social and medical information.
Recipient Management	Expected Outcomes
<ul style="list-style-type: none">• Sends information at appropriate points in process• Responds to recipient queries & providing progress updates, birth registration letters• Monthly reviews of recipients that have reserved donor sperm allocations• Manages family linking requests	<ul style="list-style-type: none">• Recipients, donors, intending parents and donor conceived people receive timely information at the appropriate stages of their treatment or information seeking journey• Donor sperm inventory is managed to maximise efficiency of the donor resource.



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Communication & Teamwork	Expected Outcomes
<ul style="list-style-type: none">• Works co-operatively and constructively with other team members to achieve objectives.• Builds effective respectful working relationships with key stakeholders.• Goes the extra mile to assist others - proactively helps and supports colleagues.• Communicates directly, honestly and respectfully.• Actively seeks feedback to improve and gives constructive, respectful feedback to others.	<ul style="list-style-type: none">• Key stakeholders such as colleagues and patients feel respected, heard, and valued.• Team engagement scores in communication and teamwork measures are high.• Is clearly valued as a member of the team.• Key stakeholders recognise, respect and value how you contribute to the team.• Team performance is high, targets are met, and key measures are on track.
Compliance & Continuous Improvement	Expected Outcomes
<ul style="list-style-type: none">• Contribute to the continuous improvement of processes/protocols within FA• Follow the company safety policies for personal and patient safety• Seek and use performance feedback to improve own performance• Will bring things to others attention/ raise issues of concern and celebrate one another's achievements.• Shares knowledge and experience to help others do things better/more efficiently• Raise/report/escalate compliance issues or risks using the appropriate channels.	<ul style="list-style-type: none">• Incidents that may impact on the safety, wellbeing, or effectiveness of our people or business are reported in a timely manner.• Incident and quality reporting seen as process for improvement not 'blame'.• Comfortable asking questions, providing feedback, critique and new ideas.• All allocated training and compliance tasks are completed within given timeframes.• Compliance issues, complaints and corrective actions are identified, resolved, and reduce in frequency.
Initiative, Accountability & Positive Attitude	Expected Outcomes
<ul style="list-style-type: none">• Proactive rather than reactive. Able to avoid mistakes that could/should be anticipated.• Effectively plans and prioritises work in accordance with company and team goals/plans/objectives.• Well prepared and organized. Is punctual and responsive to the workload of others.• Displays optimism and perseveres in the face of setbacks/hurdles.• Actively sets learning/development goals and drives own learning outcomes.	<ul style="list-style-type: none">• Achieves accuracy targets.• Finishes all allocated work efficiently and on time.• Works well without supervision.• Positive feedback from patients and colleagues.• Displays a helpful and courteous manner.• Willingly shares learning.• Collaborates with leadership to create learning/development plans and commits to achieving set goals.



Qualifications / Experience / Skills / Ability	
Formal Qualifications	<ul style="list-style-type: none"> Secondary school education
Experience	<p>Desired level of experience in a similar role:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Entry (0-1 Years) <input checked="" type="checkbox"/> Mid (1-5 Years) <input type="checkbox"/> Senior (5+ Years) <p>Experience in the following is <u>required</u>:</p> <ul style="list-style-type: none"> Work effectively independently Work in an office environment Customer service experience at a high level Excellent computer skills using the Microsoft suite Data entry <p>Experience in the following is <u>desirable</u>:</p> <ul style="list-style-type: none"> Experience working in HubSpot MediTex or other medical database Familiarity with fertility issues Has worked in healthcare
Certifications / Licence Pre-requisites	<ul style="list-style-type: none"> None
Technical / Legislative Knowledge Required	<ul style="list-style-type: none"> None required <p>Desirable:</p> <ul style="list-style-type: none"> Familiarity with the HART Act A good understanding of fertility issues, the IVF process
Systems / IT Platforms	<p>Standard business tools:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> MS Word (Intermediate) <input checked="" type="checkbox"/> MS Outlook (Intermediate) <input checked="" type="checkbox"/> MS Excel (Intermediate) <p>Other position specific requirements:</p> <ul style="list-style-type: none"> n/a
Physicality of the role	<ul style="list-style-type: none"> Standing 5% of the day Sitting 95% of the day Computer work 90% of the day Telephone work 10% of the day Carrying up to 5kg rarely Lifting up to 5kg rarely Bending, twisting rarely Moving between areas rarely
Mental resilience required	<ul style="list-style-type: none"> Dealing with patients under stress
Travel	<ul style="list-style-type: none"> Travel to other FA clinics, training courses or FA Group Days may be required occasionally.



Other

- Culturally competent and sensitive to the needs of others regardless of age, sex, race or religion, and relates to people in an open and respectful manner.
- Demonstrates sympathy, tolerance and understanding, especially with distressed patients.
- Demonstrates effective time management with proven ability to efficiently plan and organise workload to meet service needs.
- Understands the need for and demonstrates professional appearance and standard of dress appropriate to a professional organisation.
- Excellent interpersonal skills and proven ability to create effective positive working relationships
- Is resilient and able to work well under pressure and manage changing priorities
- Self-motivated, organised and pragmatic
- Able to find solutions and make sound independent decisions; knowing when to seek assistance
- Sound data entry skills and excellent attention to detail

Review & Approval

Last Reviewed by:	TPR Team Leader	Date:	April 30, 2025
Approved by:	HR Manager	Date:	May 2, 2025