

POSITION DESCRIPTION

This position description is a guide and will vary from time to time, and between services and/or units to meet changing service needs

Te Whatu Ora, Te Tai o Poutini West Coast is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Position Title:	South Westland Receptionist /Admin	
Reports to:	IFHS Manager -Southern	
Key Relationships:	Internal: <ul style="list-style-type: none"> • GPs, Nurses and other Practice staff • Patients • Reception team, Hokitika Health Centre • Other staff of Te Whatu Ora, Te Tai o Poutini West Coast 	External: <ul style="list-style-type: none"> • ACC • West Coast PHO • Ministry of Health • Hokitika Midwives • External suppliers
Role Purpose:	<p>The Receptionist is responsible for linking all the roles within the South Westland Practice.</p> <p>The Receptionist is ultimately responsible to the above, but for day to day issues in the practice, has a functional relationship with the General Practitioners and Rural Nurse Specialists.</p> <p>Liaison with WC staff, WCPHO, community organisations and the people of South Westland occurs in order to support health needs of the community and the activities of the practice.</p> <p>The Receptionist is a pivotal person in the medical centre environment as they are the first point of contact with patients and visitors. Therefore, it is important that a professional image is presented and provided, through a high quality administration and reception service.</p> <p>Patients should feel that they have been dealt with in a friendly and courteous manner. The receptionist will always act in a way which seeks to serve the best interest of the patient while adhering to Te Whatu Ora, Te Tai o Poutini West Coast policies.</p> <p>The key deliverables are –</p> <ul style="list-style-type: none"> • Patient pathway which requires professionalism, kindness, understanding, efficiency, troubleshooting, confidentiality and high standards. • The needs of other team members – Doctors, Rural Nurse Specialists and other health professionals, all with expectations and different priorities • Timely and accountable process of practice finances. 	
Complexity:	<p>Most challenging duties typically undertaken or most complex problems solved:</p> <ul style="list-style-type: none"> • Understanding other team members workloads • Efficient and effective communication • Potentially dealing with stressful situations • Working successfully within Te Whatu Ora, Te Tai o Poutini West Coast policies and guidelines 	

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Hours & place of work:	Monday – Friday (excluding Public Holidays) 8.30-12.30, 13.00-17.00 or as rostered. . Usually based at the Franz Clinic however may be required to work at other South Westland Clinics or Hokitika Health Centre from time to time.
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KEY ACCOUNTABILITIES:

The South Westland Receptionist /Admin is responsible for:	The South Westland Receptionist /Admin will be successful when
1. Health and Safety Maintaining a high quality, safe and secure work environment by following relevant West Coast DHB and divisional policies, protocols and standards.	<ul style="list-style-type: none"> • Are responsible for their own safety and will ensure that no action or inaction on their part will cause harm to any other person. • Abide by Te Whatu Ora, Te Tai o Poutini West Coast Health and Safety Plan and will participate in plan development and Health and Safety Training as appropriate.
2. Quality Ensure a quality service is provided in your area of expertise by taking an active role in quality activities, identifying areas of improvement.	<ul style="list-style-type: none"> • Participate in the development of practice quality activities, including GP Docs and Cornerstone. • Assist the Practice to meet SLMF targets and be involved with QI initiatives
3. Reception Management The Individual will be an efficient and effective manager of their reception area and duties.	<ul style="list-style-type: none"> • Maintain a high standard of customer service skills • Patients feel welcome • Listen to patients, try to satisfy their requests and handle dissatisfied, demanding or angry patients in an appropriate and sensitive manner • Maintains a high standard of customer service skills • Answer phones • Refreshments where required • Ensure general comfort and tidiness of surgery • All visitors are received promptly and courteously • All patients are indicated as 'arrived' in the PMS system • Patients are informed of Practice policies and services, and advised as to any delay occurring • Waiting room is monitored to ensure all patients have arrived and that there are no problems. Patients who seem very ill or upset are to be taken to a nurse's room for privacy, and the nurse alerted • Waiting room and children's play area is kept clean and tidy • Enquiries from patients, visitors and others are dealt with courteously and as quickly as possible • Assist orientation of new staff to Medical Centre i.e. Doctors, Nurses and visiting clinicians • Liaise with St Johns re Community Room hire • Make bookings for clinical rooms in SWAP clinics
4. Administration Completes a variety of Administration Tasks for the Medical Centre, ensuring that these are completed accurately and within time frames	<ul style="list-style-type: none"> • Monitoring accurate data entry on INDICI patient management system • Patient registration and eligibility is compliant with Ministry of Health requirements. • New patients who are eligible to register with the practice are registered and enrolled with the PHO in accordance with guidelines • Patient details are updated, maintained, checked on a regular basis

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	<ul style="list-style-type: none"> • Patient transfers follow the appropriate guidelines, patients transferring out of the practice will have their medical notes sent to their new provider within 10 working days of request • Collect, open and sort all incoming mail - date and process as they arrive. Send daily post • Organise correspondence, photocopying and posting. • Allocation of scanning. • Prioritise and action all doctor and nurse requests • Operate the Practice computer system • Data entry completed is accurate and timely • Maintain records, practice register and filing accurately - completed within 24 hours • Email is monitored and actioned in a timely manner • Messages are recorded accurately and passed to the appropriate person • Accurate patient appointments are made according to guidelines • Ordering of stationery • Attend a four weekly practice meeting, take minutes if required, process and send out to staff as required. • Old Patient files and paperwork are archived appropriately • Assist clinicians and management with recalls and SLMF targets • Additional administration duties as required
5. Finance Timely and accountable process of practice finances	<ul style="list-style-type: none"> • Patients are charged in accordance with charging guidelines • Payments are receipted and processed in accordance with guidelines • Follow process with invoicing protocol with attention to detail • Banking is reconciled at the end of every reception day and any discrepancies accounted for in accordance with guidelines. Ensure security of cash/cheques on premises and forward banking to Finance Department • Run day book report • To maximise patient revenue for the Practice • Assist Manager with preparation of claiming if required • Coordinate patient monthly accounts • Follow debtors process with overdue patient accounts • Reconcile bank statements with INDICI patient management system if required • Follow up outstanding ACC claims if required • Additional finance duties as required
6. Comply with legislative obligations	<ul style="list-style-type: none"> • Will become aware of and comply with relevant legislation that applies to their daily work, i.e. Privacy Act 1993; Health & Disability Act 1994, Ministry of Health Eligibility Criteria
7. Privacy	<ul style="list-style-type: none"> • Patient confidentiality is maintained at all times. Any information or document with a patient's name or readily identifiable information, must be kept confidential and not be able to be seen by members of the public or other visitors.

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	<ul style="list-style-type: none">• Personal & professional boundaries are maintained• Patients details are not to be discussed - the exception to this is where it is in relation to a particular request or task required
8. Safety and security	<ul style="list-style-type: none">• Be aware of security - ensure doors that are not required for patient access are locked when not in use - back doors and side entrance doors• Assume role of Building Warden when on duty.• Complete mandatory and other appropriate training as required

PERSON SPECIFICATION:

Qualifications & Experience	
Essential <ul style="list-style-type: none">• Experience as a Receptionist/front line customer service.• Cultural competency• Well-developed interpersonal skills• Ability to maintain confidentiality and use discretion. Clear awareness of personal and professional boundaries• Full driver licence• Ability to work unsupervised and prioritise workloads• Computer proficiency with emphasis on data entry and word-processing• Ability to work as part of a team• Excellent customer service skills, oral and written communication	Desirable <ul style="list-style-type: none">• Previous experience in a General Practice or Healthcare setting including INDICI patient management system• Previous experience of Administration/Financial roles• Work Place First Aid certificate• An understanding of the Principles (Partnership, Participation, Protection) of the Treaty of Waitangi

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed in this job classification. Employees may be requested to perform job related tasks other than those specified.

Signed on behalf of Te Whatu Ora, Te Tai o Poutini West Coast

I accept the terms and conditions as outlined in this Position Description

Signed_____

Signed_____

Date_____

Date_____

Name

Name

Position

Receptionist / Admin

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West Coast**

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