

POSITION DESCRIPTION

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Our Organization is committed to the principles of Te Tiriti o Waitangi | Treaty of Waitangi and the objectives of all New Zealand Health and Disability strategies. This commitment prioritises meaningful engagement with Tangata Whenua at strategic and operational service levels and recognises that all staff have a responsibility to help eliminate disparities in health outcomes between Māori and non- Māori.

Position Title:	Receptionist Northern - Ngakawau	
Reports to:	Administration Manager, Northern IFHS	
Key Relationships:	Internal: <ul style="list-style-type: none"> • Admin / Reception Staff • General Practitioners • Nursing Staff • Buller Leadership Team • Medical Records Staff • Allied Health Staff Members • Information Systems Group 	External: <ul style="list-style-type: none"> • Patients • Families/Whanau • Members of the Public • St John's Ambulance • External Health Care Providers • PHO • Agencies – WINZ, ACC
Role Purpose:	<p>The Receptionist is responsible for providing a quality service that ensures patients receive efficient and appropriate access to services, and to assist with the effective running of the clinics and other Health New Zealand services.</p> <p>The key deliverables are –</p> <ul style="list-style-type: none"> • Managing the point of entry into the facility – providing professional and welcoming service to patients and visitors on arrival or on the phone and facilitating all reception duties. • Revenue gathering. • Managing the enrolment process to ensure patient information is complete and accurate. • Ensuring the clinic/s administration run smoothly and efficiently, and any administration tasks are completed in a timely manner. • Supporting other members of the team. <p>This role predominantly covers Ngakawau but from time to time and with mutual agreement may also be required to work at other sites in Northern.</p>	
Complexity:	<p>Most challenging duties typically undertaken or most complex problems solved:</p> <ul style="list-style-type: none"> • Managing the expectations and priorities patients and their whanau, visitors and staff. • Managing challenging behaviour. • Maximising income streams and minimising bad debts. • Assisting with ACC claims processing and requests for information. • Prioritising and time management. • Assisting with fulfilling accreditation requirements and gathering evidence. 	

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KEY ACCOUNTABILITIES:

The Receptionist is responsible for:	The Receptionist will be successful when
1. Honouring Cultural Diversity	<ul style="list-style-type: none"> • Demonstrates commitment to Treaty of Waitangi principles when working with tangata whaiora and whanau • Consistently demonstrates awareness and sensitivity of cultural differences when working with patients and their families/whanau, and when working with clinical and non-clinical colleagues across Te Whatu Ora, Te Tai o Poutini West Coast • Demonstrates care and respect for diversity in the workplace, including care and respect for internationally trained colleagues
2. Managing the point of entry	<ul style="list-style-type: none"> • Visitors and service users/patients are greeted on presentation at clinic • A high standard of customer service skills is maintained • Queries are addressed and directed on as appropriate • Phone calls are answered in a professional way • Patients are informed of fees payable • Patients are informed of policies and services, and advised as to any delay occurring • Requests for repeat scripts are received and forwarded as required • Patient appointments are made and entered on the templates • Patients who seem very ill or upset are to be taken to a room for privacy, and clinical staff alerted • Equipment is provided to clinical staff if needed • The waiting rooms are kept tidy and well maintained • The waiting areas are monitored as per Cornerstone standard
3. Administration of enrolments and patient register	<ul style="list-style-type: none"> • Eligible patients are enrolled in accordance with policy and procedures • The accuracy of enrolled patients' details is checked on presentation along with their smoking status and the National Enrolment database is updated as necessary • Patients are re-enrolled every 3 years if not seen in this time • Patient files GP to GP are submitted and requested as required, and information/documents from the new patient's file is loaded/scanned onto Indici • Documents are scanned into the relevant electronic patient management system as required • Deceased patients are updated in the relevant electronic patient management system • Patient registers are updated as appropriate, and in accordance with patient register reports

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<p>4. Administration of financial processes</p>	<ul style="list-style-type: none"> • Assist with petty cash payments • Assist with invoicing for overseas patients and for ACC requests for information • Payments received are recorded and receipted • Invoicing for services and for unpaid fees is completed in a timely way • Fees payable for appointments and scripts are collected within timeframes set • The cash float is correct • Clinic balancing is completed and day books reconciled at the end of the day • Balancing and banking completed according to schedule • Assistance with processes that maximise revenue for the service • ACC45's are submitted and any corrections made at the end of day
<p>5. Supporting the smooth running of the reception and the clinic</p>	<ul style="list-style-type: none"> • Assistance is provided with reception/admin roster • Replacement is sought for staff unable to come to work at short notice • Daily/weekly/monthly reception tasks are completed • Assistance as a chaperone is provided to GP's when a nurse is not available, or if equipment is needed • Monthly recalls are checked and appropriate action is taken • Clinical and practice/reception inboxes are checked frequently and entries are forwarded appropriately • Clinical staff are supported with processing ACC requests for information • The ordering of stationery, equipment and clinical supplies is completed to meet requirements
<p>6. Administration support</p>	<ul style="list-style-type: none"> • Correspondence, photocopying, scanning and mail is well organised • Staff requests are prioritised and actioned • All incoming mail is opened and sorted • Email is monitored and actioned in a timely manner • Messages are recorded accurately and passed to the appropriate person • AMIS requests are forwarded as required and timely liaison with trades staff/contractors takes place to facilitate completion of work • ISG services are contacted when required • Patient medical records and administration documentation are archived appropriately

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<p>7. General</p>	<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 • Personal and professional boundaries are maintained • Patients' details are not discussed - the exception to this is where it is in relation to a particular request or task required • Commitment to ongoing self-development. Mandatory training is completed within timeframes • Assistance with induction and training is provided to new members of the team as required • Undertake any other responsibilities or duties that may reasonably be required from time to time
<p>8. Health and Safety</p> <p>Maintain a high quality, safe and secure work environment by following relevant Te Whatu Ora, Te Tai o Poutini West Coast and divisional policies, protocols and standards.</p> <p>Keep yourself safe, advising OSH representative of any hazards.</p>	<ul style="list-style-type: none"> • Responsibility is taken for own health and safety to ensure that no action or inaction will cause harm to self or any other person • Compliance with Te Whatu Ora, Te Tai o Poutini West Coast Health and Safety policy and procedures, and participation in plan development and Health and Safety Training as appropriate • Health and safety issues are brought to the attention of the Health and Safety representative • Health and safety incidents are documented on Safety 1st • Role of Fire Warden is assumed when required • Ensure clinic compliance with its obligations to safe and efficient fire evacuations
<p>9. Quality</p> <p>Ensure a quality service is provided in your area of expertise by taking an active role in quality activities, identifying areas of improvement.</p>	<ul style="list-style-type: none"> • Contribution to quality improvement initiatives • Active contribution to improving the quality of the service through involvement in quality projects • Quality monitoring audits are completed, recorded and any corrective action taken as needed

PERSON SPECIFICATION:

Qualifications & Experience	
<p>Essential</p> <ul style="list-style-type: none"> • A positive attitude with well developed interpersonal skills • Able to maintain confidentiality and use discretion • Superior time management skills • Able to work unsupervised and prioritise Workloads 	<p>Desirable</p> <ul style="list-style-type: none"> • Experience of working in health • Ability to flex up and provide additional staff cover

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| <ul style="list-style-type: none">• Clean drivers license• Well developed time management skills• Experience in customer service roles• Possess ability to work co-operatively and efficiently• Possess a high level of initiative• Be able to work as part of a team• Accountability• Cultural sensitivity and appropriateness, with an understanding of the Principles and Articles of the Treaty of Waitangi• A high level of self-presentation• Commitment to on-going self-development• Problem solving skills | |
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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*

Date _____

Date _____

Name:

Name:

Position:

Receptionist

**Te Whatu Ora
Te Tai o Poutini West Coast**

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