

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



August 2019

The West Coast District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Position Title:	Receptionist, Mental Health Services	
Reports to:	Service Manager	
Key Relationships:	Internal: <ul style="list-style-type: none"> • Case Managers • Psychiatrist • District Nursing • Social Worker • Psychologist • CBT Therapist • Allied Health Professionals • Senior Medical Officers • Transport Manager 	External: <ul style="list-style-type: none"> • Clients, patients and their families / whanau / carers • General Public • Other Public and Private Sector Health Agencies
Role Purpose:	<p>The Receptionist is responsible for ensuring a professional image is promoted to visitors and patients on behalf of the West Coast District Health Board and ensuring they feel welcome. In addition, the Receptionist ensures that the services provided to both users and staff of Mental Health Services meets the need for quality, efficiency, sensitivity and confidentiality.</p> <p>The key deliverables are –</p> <ul style="list-style-type: none"> • Providing an efficient and courteous reception, telephone and typing service which meets the needs of all users. • Ensuring that operational administrative procedures are up to date and efficient, meeting the needs of Mental Health Services staff and users of the facility. 	
Complexity:	<p>Most challenging duties typically undertaken or most complex problems solved:</p> <ul style="list-style-type: none"> • The unpredictability and variety of tasks. • The requirement for task switching while typing. • Attending to multiple demands within short time-frames • Dealing with clients and visitors who may be upset in a calm and professional manner. 	

KEY ACCOUNTABILITIES:

The Receptionist is responsible for:	The Receptionist will be successful when
1. Front-line customer service <p>Providing the primary point of entry for people who access Mental Health Services either in person or on the phone.</p>	<ul style="list-style-type: none"> • Patients, clients, visitors and staff are greeted in a professional and friendly manner. • Telephone calls and enquiries are dealt with politely and promptly and forwarded on appropriately. • Urgent calls and requests are identified, prioritised and acted upon appropriately. • Cover is arranged for any periods of absence from the front desk.

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	<ul style="list-style-type: none"> Information and tasks are handed over to colleagues in a timely and appropriate manner. Patient confidentiality is preserved by ensuring no documents are left visible to visitors at any time.
<p>2. Administrative support</p> <p>Ensuring business continuity by undertaking typing and support services to the Mental Health Teams as required</p>	<ul style="list-style-type: none"> Word processing of letters, correspondence etc is completed in a timely manner and is well presented with a high degree of accuracy. Data entry of daily contacts, other stats, and referrals for those services requiring data entry into the patient management systems. Ensure client details are correct in patient management systems. Ensure clients are noted as 'arrived' in appointment book. Printing out of labels and front sheets. Preparing files and other necessary items for doctors' clinics each day as appropriate. Assist with making up of new files, and ensuring a reasonable amount of prepared files are ready for clinical use. Recording/ tracking of inward and outward client files. Other admin tasks as may be required from time to time.
<p>3. Providing access to goods, equipment and services.</p> <p>Assist with booking systems and the collection and disbursement of goods, materials, equipment and other assets.</p>	<ul style="list-style-type: none"> External and internal inward mail is sorted for distribution in a timely manner. Inward courier parcels are signed for and distributed. Distribution of pay slips and timesheets for staff. Ordering of office and kitchen supplies in the iProc / Oracle system. Supplies received and issued as required. Returns of equipment recorded as required. The booking systems for cars and meeting rooms are managed in an efficient and effective manner in conjunction with other admin staff. Making requests through the BEIMS programme for repairs and/or maintenance issues.
<p>4. Health and Safety</p> <p>Maintaining a high quality, safe and secure work environment by following relevant West Coast DHB and divisional policies, protocols and standards.</p>	<ul style="list-style-type: none"> The Receptionist will be responsible for their own safety and ensure that no action or inaction of their part will cause harm to any other person. The Receptionist will abide by the Organisation's Health and Safety Plan and will participate in plan development and Health and Safety Training as appropriate. The Receptionist will bring health and safety issues to the attention of the Line Manager in time for consideration during the preparation of plans and budgets.
<p>5. 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"> The Receptionist is responsible for ensuring that a quality service is provided within their area of expertise. The Receptionist is expected to identify practices requiring improvement and to participate in quality activities. They are required to familiar with and apply the appropriate organisational and departmental policies and procedures.

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PERSON SPECIFICATION:

Qualifications & Experience <i>(indicate years of experience required and level of learning)</i>	
Essential <ul style="list-style-type: none">• Proven record of dealing effectively with the public.• Excellent interpersonal skills.• Competent user of the Microsoft Office Suite.• Ability to type to a high standard of accuracy and speed.• Able to maintain confidentiality and use discretion.• Able to work unsupervised and prioritise workload.• Able to work under pressure and meet deadlines.• Cultural sensitivity with an understanding of the Principles and Articles of the Treaty of Waitangi	Desirable <ul style="list-style-type: none">• Ability to effectively coordinate a wide range of activities from a busy workstation.• Knowledge of medical terminology and the health sector• Dictaphone typing experience• Previous experience as a team member• Able to deal with people presenting in crisis• Commitment to ongoing self development

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.