



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 / Administrator – Te Nikau Integrated Family Health Centre Service Central	
Reports to:	Administration / Business Manager Te Nikau IFHS (Central)	
Key Relationships:	Internal: <ul style="list-style-type: none"> Administration Staff across West Coast DHB General Practitioners, Nurses and other Te Nikau Health Staff Information Systems Group Poutini Wai Ora staff 	External: <ul style="list-style-type: none"> Patients Families/Whanau External Health Care Providers PHO Agencies – WINZ, ACC Police
Role Purpose:	<p>The role is responsible for providing administration support to clinical services at Te Nikau Integrated Family Health Centre and the Emergency Department, and for providing a quality service that ensures patients get efficient and appropriate access to services in line with policies and procedures of the DHB.</p> <p>This role predominantly covers Te Nikau but may also require work at other sites.</p>	
Complexity:	<p>Most challenging duties typically undertaken or most complex problems solved:</p> <ul style="list-style-type: none"> Balancing the expectations and varying priorities of staff, patients and visitors Maintaining a professional approach when dealing with conflictual situations or behaviours and escalating when necessary Maximising income streams and minimising bad debts through existing processes Assisting with fulfilling accreditation requirements and gathering evidence Appropriately assessing and responding to emergency situations 	

KEY ACCOUNTABILITIES:

The Receptionist / Admin role is responsible for:	
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 the WCDHB. Demonstrates care and respect for diversity in the workplace, including care and respect for internationally trained colleagues.
2. Managing the point of entry and patient management	<ul style="list-style-type: none"> Tasks to be performed in-line with relevant policies and procedures Visitors and service users/patients are to be greeted in a professional and friendly manner on presentation at Te Nikau Grey Hospital and Health Centre. A high standard of customer service is expected to be maintained. All queries are to be addressed in a polite and prompt manner, escalated when appropriate. Patients to be informed of Te Nikau IFHC policies and processes Patients who seem very ill or upset are to be taken to a room for privacy, and clinical staff alerted immediately.

	<ul style="list-style-type: none"> • Work with the team to ensure Cornerstone Standards are achieved in waiting rooms • Deal with patient complaints in a sensitive manner, directing these to the appropriate departments or personnel.
3. Administration and Managing Medical Records	<ul style="list-style-type: none"> • Perform all administrative tasks in-line with policies and processes outlined in documentation such as GPDocs • Patient files are submitted and requested as required, and information/documents from the new patient's file is loaded/scanned onto Patient management system (PMS) • Patient notes are filed in a secure file room in a timely way. • Provide assistance with correspondence, photocopying, scanning, faxes, report writing and mail. • Archive documentation as appropriate. • Maintain and support the service administration interface with West Coast Health sectors and key stake holders. • Liaise with the ISG Department to promote prompt problem solving with phone system and computers to ensure minimal disruption to the service. • Ensure that paper based medical records are accurate, complete and readily accessible to authorised users. Electronic patient records are updated when required. • Processing requests for information, including Police and Vulnerable Children requests, within timeframes
4. Administration of financial processes	<ul style="list-style-type: none"> • Revenue is gathered as required ensuring: <ul style="list-style-type: none"> ○ Invoicing for services and for unpaid fees is completed in a timely manner. ○ Patients are informed of fees payable. ○ Payments received, recorded and receipted within timeframes set as well as reconciled at the end of each day. ○ Ensure that the cash float is balanced ○ Balancing and banking for PMS is completed daily and day books reconciled at the end of the day • Assistance with processes that maximise revenue for the service.
5. General	<ul style="list-style-type: none"> • Patient confidentiality is respected and 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. • Commitment to ongoing self-development. Mandatory training is completed within timeframes. • Undertake any other responsibilities or duties that may reasonably be required from time to time.
6. Health and Safety Maintain a high quality, safe and secure work environment by following relevant West Coast DHB and divisional policies, protocols and standards. Keep yourself safe, advising OSH representative of any hazards.	<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 the WCDHB's 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 Te Nikau Health compliance with its obligations to safe and efficient fire evacuations. • Assist with the coordination of emergency and contingency planning, and monitor the resources and materials required in an emergency.

7. 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"> • A quality service is provided by taking an active role in quality activities and identifying areas of improvement • Be familiar with and apply the appropriate organisational and divisional policies and procedures

PERSON SPECIFICATION:

Qualifications & Experience <i>(indicate years of experience required and level of learning)</i>	
Essential <ul style="list-style-type: none"> • A positive attitude with well-developed interpersonal skills - people focused and empathetic • Able to maintain confidentiality and use discretion. • Minimum of one to two years office experience in similar role • Able to work unsupervised and prioritise workloads. • Intermediate to advanced user in Microsoft suite (e.g. Word, Outlook, Excel) • High level of written and verbal communication skills • Ability to achieve accuracy and maintain attention to detail • Willingness to learn and embrace new technology/systems • Possess a high level of initiative and accountability • Works collaboratively within team environment. • Ability to work with a cross section of the community. • Excellent organisational, time management and problem-solving skills 	Desirable <ul style="list-style-type: none"> • Broad administrative experience in a health-related field • Knowledge of medical terminology • Familiarity with the public hospital system (including the patient management system) • Awareness and acceptance of people of differing cultural backgrounds. • Ability to flex up and provide additional staff cover.

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 West Coast District Health Board

Date _____

Name:

Position:

West Coast District Health Board

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

Date _____

Name:

Receptionist/Administration

West Coast District Health Board