

STATEMENT OF ACCOUNTABILITY

Receptionist - Administrator

TEAM

Te Nīkau Hospital & Health Centre Integrated Administration Team

ROLE TITLE

Receptionist - Administrator

REPORTS TO

IFHC Business & Administration Manager

OUR CULTURE

At our DHB, we are committed to honouring the Te Tiriti o Waitangi and its principles by ensuring our partnership with Māori are at the forefront of all our conversations. We are also committed to putting people at the heart of all we do, so that we are all supported to deliver world class healthcare to our communities. This means we all behave with honesty, integrity and courage; doing the right thing by each other and our communities. We demonstrate care and concern for our own and others wellbeing. We believe that diversity and inclusion is critical to ensure we deliver the best care for our diverse communities. Therefore, we always respect and value everyone's differences. When making decisions we consider and seek a diverse range of viewpoints especially those from minority groups.

OUR TEAM ACCOUNTABILITY

The Te Nīkau Hospital & Health Centre Integrated Administration Team will work in partnership with the WCDHB clinical and non-clinical teams as well as other associated internal and external stakeholders.

The team will have a shared accountability to provide the opportunity for the eligible tāngata (people) of the West Coast to receive quality healthcare services in a way that is equitable, accessible caring and kind.

More specifically the team will be:

- **Providing** support aligned to the DHB policies and procedures, the wider Health System delivery requirements, and the community and whānau within.
- **Maintaining** strict levels of consumer confidentiality at all times.
- **Fostering** a collaborative culture and connectedness across the team, organisation and wider health system.
- **Engaging** with the wider WCDHB team and related external stakeholders to effectively manage work and activity related administration support to clinical services. Utilising and providing feedback on the national and local systems and practices to improve overall long-term delivery of administration services for healthcare.
- **Contributing** to the Wellbeing, Health and Safety of the team.
- **Empowering** others to make decisions to guide service improvement and innovation through strong partnerships, co-design and effective reporting, communication and engagement

MY ROLE RESPONSIBILITY

The role is responsible for providing administration support to clinical services at Te Nīkau Hospital and Health Centre, and acting as the 24/7 hub for the WCDHB. This includes providing a quality service that ensures patients get efficient and appropriate access to services in line with policies and procedures of the DHB.

This role predominantly covers Te Nīkau but may occasionally require work at other sites.

Specifically, the role is responsible for:

- **Honouring Cultural Diversity**
 - Demonstrates commitment to Te Tiriti o Waitangi principles when working with tangata whaiora and whanau.
 - Consistently demonstrates awareness and sensitivity of cultural differences when working with patients and their whanau/families, and when working with clinical and non-clinical colleagues across the WCDHB.
- **Managing the point of entry and patient management**
 - A high standard of customer service is expected to be maintained at all times.
 - Demonstrate sufficient expertise (after training) to carry out specified core tasks such as Touchpoint telephone services, patient arrivals & fee charging.
 - Be able to carry out key steps in response to an emergency (e.g. a 777 call or fire alarm).
 - Tasks to be performed in-line with relevant policies and procedures including compliance with the Health and Disability Services Code of Rights.
- **Administration and Managing Medical Records**
 - Perform all administrative tasks in-line with WCDHB policies and procedures, including referring to GPDocs as required.
 - File and archive documentation in line with appropriate process and in a timely manner.
 - Ensure any paper based medical records are accurate, complete and readily accessible to authorised users.
 - Electronic patient records are updated when required.
 - Process requests for information, including Police and Vulnerable Children requests, within timeframe standard.
 - Liaise with the ISG Department to promote prompt problem solving with any system issues (e.g. Touchpoint telephony system, computers and printers) to ensure minimal disruption to the service.
- **Administration of financial processes**

Revenue is gathered as required ensuring:

 - 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 set timeframes 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.
 - Following processes which ensure revenue is collected (where applicable).
- **General**
 - Patient confidentiality is respected and maintained at all times.
 - Personal and professional boundaries are maintained.
 - Commitment to ongoing self-development, including completion of mandatory training within set timeframes.
 - Undertake any other responsibilities or duties that may reasonably be required from time to time.
- **Quality**
 - Ensure a quality service is provided in your area of expertise by taking an active role in quality activities, identifying areas of improvement.
 - Be familiar with and apply the appropriate department and/or organisational policies and procedures.

MY CAPABILITY

To be effective and succeed in this role it is expected the person will have proven capabilities against the Leads Self leadership focus:

A person with this leadership focus will not hold formal leadership accountabilities but are responsible for displaying leadership character and driving service delivery within their role and team.

- **Cultural Awareness** – Understands the needs of Māori and adjusts approach to ensure equitable outcomes.
- **Self-Aware** - Understands their impact on others and strengthen personal capability over time.
- **Engaging others** - Connect with people; to build trust and become a leader that people want to work with and for.
- **Resilient and Adaptive** - Show composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
- **Honest and Courageous** - Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the people we care for.
- **Achieving Goals** - Demonstrate drive, optimism, and focus; to make things happen and achieve outcomes.
- **Managing Work Priorities** - Plan, prioritise, and organise work; to deliver on short, medium and long-term objectives across the breadth of their role.
- **Curious** - Seeks and integrates ideas, information, and different perspectives.

Qualifications, experience, knowledge and skills:

- 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 and/or 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

MY RELATIONSHIPS TO NURTURE

Internal

- Administration Staff across West Coast DHB (including own team)
- Senior Medical Officers (SMO), Nurses, Allied, Te Nīkau Hospital & Health Centre Staff, and other WCDHB staff
- Information Systems Group (ISG)
- Hauora Maori team

External

- Patients
- Whanau/Families
- External Health Care Providers
- Primary Health Organisation (PHO)
- Agencies e.g. WINZ, ACC
- Police
- Poutini Waioira

**OUR WELLBEING,
HEALTH AND SAFETY**

At our DHB, we're committed to promoting a culture where our people's wellbeing, health and safety is at the core of everything we do. We're committed to a healthy and safe working environment to enable everyone to return home safe and well every day. We're driving for a positive, inclusive, engaging culture where our people feel safe and engaged in their work.

We know that it's really important to look after yourself, in order to provide the best possible care to our community. We are all responsible for the health and safety of ourselves and each other. We need to work together to ensure wellbeing, health and safety risks do not put our people at risk of harm.

**MY CLINICAL
CAPABILITIES**

Not applicable

The intent of this Statement of Accountability 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

I accept the terms and conditions as outlined in this SOA

Date _____

Date _____

Name:

Name:

Position:

Receptionist/Administrator

West Coast District Health Board

West Coast District Health Board