

# 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.**

<b>Position Title:</b>	South Westland Receptionist /Admin	
<b>Reports to:</b>	IFHS Manager -Southern	
<b>Key Relationships:</b>	<b>Internal:</b> <ul style="list-style-type: none"> <li>• GPs, Nurses and other Practice staff</li> <li>• Patients</li> <li>• Reception team, Hokitika Health Centre</li> <li>• Other staff of Te Whatu Ora, Te Tai o Poutini West Coast</li> </ul>	<b>External:</b> <ul style="list-style-type: none"> <li>• ACC</li> <li>• West Coast Health (WCPHO)</li> <li>• Poutini Waiora</li> <li>• Ministry of Health</li> <li>• Hokitika Midwives</li> <li>• External suppliers</li> </ul>
<b>Role Purpose:</b>	<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"> <li>• Patient pathway which requires professionalism, kindness, understanding, efficiency, troubleshooting, confidentiality and high standards.</li> <li>• The needs of other team members – Doctors, Rural Nurse Specialists and other health professionals, all with expectations and different priorities</li> <li>• Timely and accountable process of practice finances.</li> </ul>	
<b>Complexity:</b>	<p>Most challenging duties typically undertaken or most complex problems solved:</p> <ul style="list-style-type: none"> <li>• Understanding other team members workloads</li> <li>• Efficient and effective communication</li> <li>• Potentially dealing with stressful situations</li> <li>• Working successfully within Te Whatu Ora, Te Tai o Poutini West Coast policies and guidelines</li> </ul>	

## 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

<b>Hours &amp; place of work:</b>	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.
-----------------------------------	---

# 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

## KEY ACCOUNTABILITIES:

The South Westland Receptionist /Admin is responsible for:	The South Westland Receptionist /Admin will be successful when (they)
<b>1. Health and Safety</b> 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"> <li>• Are responsible for their own safety and will ensure that no action or inaction on their part will cause harm to any other person.</li> <li>• 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.</li> </ul>
<b>2. Quality</b> 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"> <li>• Participate in the development of practice quality activities, including GP Docs and Cornerstone.</li> <li>• Assist the Practice to meet SLMF targets and be involved with QI initiatives</li> </ul>
<b>3. Reception Management</b> The Individual will be an efficient and effective manager of their reception area and duties.	<ul style="list-style-type: none"> <li>• Maintain a high standard of customer service skills</li> <li>• Patients feel welcome</li> <li>• Listen to patients, try to satisfy their requests and handle dissatisfied, demanding or angry patients in an appropriate and sensitive manner</li> <li>• Maintain a high standard of customer service skills</li> <li>• Answer phones</li> <li>• Refreshments where required</li> <li>• Ensure general comfort and tidiness of clinics</li> <li>• All visitors are received promptly and courteously</li> <li>• All patients are indicated as 'arrived' in the PMS system</li> <li>• Patients are informed of Practice policies and services, and advised as to any delay occurring</li> <li>• 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</li> <li>• Waiting room and children's play area is kept clean and tidy</li> <li>• Enquiries from patients, visitors and others are dealt with courteously and as quickly as possible</li> <li>• Assist orientation of new staff to Medical Centre i.e. Doctors, Nurses and visiting clinicians</li> <li>• Liaise with St Johns re Community Room hire</li> <li>• Make bookings for clinical rooms in SWAP clinics</li> </ul>
<b>4. Administration</b> 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"> <li>• Monitoring accurate data entry on INDICI patient management system</li> <li>• Patient registration and eligibility is compliant with Ministry of Health requirements.</li> <li>• New patients who are eligible to register with the practice are registered and enrolled with the PHO in accordance with guidelines</li> <li>• Patient details are updated, maintained, checked on a regular basis</li> </ul>

# 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

	<ul style="list-style-type: none"> <li>• 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</li> <li>• Collect, open and sort all incoming mail - date and process as they arrive. Send daily post</li> <li>• Organise correspondence, photocopying and posting.</li> <li>• Allocation of scanning.</li> <li>• Prioritise and action all doctor and nurse requests</li> <li>• Operate the Practice computer system</li> <li>• Data entry completed is accurate and timely</li> <li>• Maintain records, practice register and filing accurately - completed within 24 hours</li> <li>• Email is monitored and actioned in a timely manner</li> <li>• Messages are recorded accurately and passed to the appropriate person</li> <li>• Accurate patient appointments are made according to guidelines</li> <li>• Ordering of stationery</li> <li>• Attend a four weekly practice meeting, take minutes if required, process and send out to staff as required.</li> <li>• Old Patient files and paperwork are archived appropriately</li> <li>• Assist clinicians and management with recalls and SLMF targets</li> <li>• Additional administration duties as required</li> </ul>
<b>5. Finance</b> Timely and accountable process of practice finances	<ul style="list-style-type: none"> <li>• Patients are charged in accordance with charging guidelines</li> <li>• Payments are receipted and processed in accordance with guidelines</li> <li>• Follow process with invoicing protocol with attention to detail</li> <li>• 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</li> <li>• Run day book report</li> <li>• To maximise patient revenue for the Practice</li> <li>• Assist Manager with preparation of claiming if required</li> <li>• Coordinate patient monthly accounts</li> <li>• Follow debtors process with overdue patient accounts</li> <li>• Reconcile bank statements with INDICI patient management system if required</li> <li>• Follow up outstanding ACC claims if required</li> <li>• Additional finance duties as required</li> </ul>
<b>6. Comply with legislative obligations</b>	<ul style="list-style-type: none"> <li>• Will become aware of and comply with relevant legislation that applies to their daily work, i.e. Privacy Act 1993; Health &amp; Disability Act 1994, Ministry of Health Eligibility Criteria</li> </ul>
<b>7. Privacy</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

## 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

	<ul style="list-style-type: none"><li>• Personal &amp; professional boundaries are maintained</li><li>• Patients details are not to be discussed - the exception to this is where it is in relation to a particular request or task required</li></ul>
<b>8. Safety and security</b>	<ul style="list-style-type: none"><li>• 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</li><li>• Assume role of Building Warden when on duty.</li><li>• Complete mandatory and other appropriate training as required</li></ul>

### PERSON SPECIFICATION:

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

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**

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

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