



**POSITION DESCRIPTION**  
**MEDICAL RECEPTIONIST/ADMINISTRATOR to cover Parental Leave**

**RESPONSIBLE TO:** SSS Practice Manager

**LOCATION:** Stewart Street Surgery

**HOURS:**

**Abbreviations**

TRNUNA –Nga Wairiki Ngati Apa

SRH – Southern Rangitikei Hauora

WDHB – Whanganui District Health Board

WRHN – Whanganui Regional Health Network

**Primary Objective of the Service**

Stewart Street Surgery is a General Practice owned by Southern Rangitikei Hauora which is a subsidiary of Te Runanga o Nga Wairiki Ngati Apa.

Nga Wairiki Ngati Apa has a vision of providing a intergrated service that brings together health; social and education to meet the needs of the Rangitikei community and the enrolled patients of Stewart Street Surgery

**Principles:**

1. Putting Patients First – The patient should be at the centre of all health services.
2. Care Close to Home – More healthcare services should take place as close to home as possible.
3. Integrated Care – Care should be seamless. Health providers need to work more in partnership with social and community organisations to promote wellbeing.
4. Trusting Health Professionals – Clinical professionalism underpins public trust in the health system.
5. Working Together for Better Care – The effective use of health resources requires everyone who provides, manages and funds care to work together.
6. Healthier lifestyles – With increasing access to better health information, New Zealanders will be empowered to take more care of their health.

The Reception/Administration team is responsible for coordinating patient care and ensuring that patient access is professional, friendly, culturally appropriate, and the patient feels confident and well advised about what they can expect during their visit.

## Key Tasks

### FUNCTIONAL RELATIONSHIPS WITH:

#### Internal:

Patients / Consumers  
Other Staff at the Stewart Street Surgery

#### External:

Staff at WRHN and other Networks  
Work and Income  
Allied Health Professionals  
Te Runanga O Nga Wairiki Ngati Apa staff  
Te Kotuku Hauora staff

### MAIN PURPOSE OF THE JOB:

The Receptionist is a pivotal person as they are the first point of contact with patients and visitors. They also co-ordinate the services and have a major role to play in prioritising workflows and managing patient expectations.

Patients should feel that they have been dealt with in a friendly, courteous manner and that all that can be done for them has been done "Going the extra mile".

The internal focus is liaison with staff and communication of patient expectations, needs and any other issues that require attention.

Employees have an absolute responsibility to create a culture which aligns with the clinics principles and promotes positive and caring relationships with colleagues and patients/consumers of the service.

The following concepts are fundamental to successful interactions:

- Openness and integrity in order to create caring and professional connections with service users
  - Works in partnership with service users and the wider team
  - Focuses on creating an environment that is patient/ whanau centric
- Conducts themselves in a professional manner which protects the privacy and upholds the dignity of service users

### Qualifications and Experience

#### Essential

Computer literate  
Drivers Licence  
Evidence of Excellent Customer Service Skills  
Flexibility of hours and job requirements

#### Desirable

Experience in Reception and Administration  
Cash handling experience and administration duties  
Knowledge of MedTech/MedTech Evolution

This position description is not exhaustive and includes a requirement to undertake such duties as may be required from time to time by the Practice Manager or WRHN Nurse Practitioner Lead.

Key Tasks		Standards	Performance Measures
<b>1</b>		<b>Reception Management</b>	
	<b>1.1</b>	<b>Receive and welcome</b>	<p>Service users are attended to promptly and acknowledged in a kind, culturally sensitive and courteous manner.</p> <p>Patients are alerted to any outstanding accounts.</p> <p>Evidence of a customer focused service</p> <p>Any patient complaints received are found to have mitigating circumstances.</p> <p>Reflects on constructive feedback and modifies behaviour as appropriate.</p> <p>Plan for Payment/ evidence of communication regarding debt is documented.</p> <p>Audits are completed on individual complaints, debt approach and provision of AP's.</p> <p>Employee is benchmarked as high performer.</p>
	<b>1.2</b>	<b>Arrival</b>	<p>All patients are indicated as 'arrived' into the PMS system.</p> <p>At least the minimum amount of information as outlined in the Cornerstone Standard, is collected.</p> <p>Audits demonstrate performance as expected.</p> <p>Patients are routinely entered in to the Medtech appointment book and timer activated.</p>
	<b>1.3</b>	<b>Answering telephone</b>	<p>All calls are answered within 6 rings. However patients at the counter take precedence.</p> <p>Demonstrates customer focused phone approach and uses body language to acknowledge patients when occupied with patients phone conversations.</p>
	<b>1.4</b>	<b>Message taking</b>	<p>Accurate messages are recorded, including time, date, name of caller, phone number, message and initials of call taker.</p> <p>Messages are then passed on to the appropriate person in a timely manner.</p> <p>Answer phone change over checked and messages dealt with in a timely manner.</p> <p>Demonstrates compliance with up to date processes.</p>

	<b>1.5</b>	<b>Appointments</b>	Accurate patient appointments are made according to guidelines.	Arrival times are accurately annotated in appointment books.  Appointments are made in line with practice processes.
	<b>1.6</b>	<b>Communication and liaison</b>	Enquiries from patients, visitors and others are dealt with in a courteous manner and as quickly as possible.  Difficult patients/visitors	Consistently displays a commitment to maintaining a customer/ whanau focused service.  Takes responsibility for developing a culture which aligns to the philosophy "going the extra mile".  Listen to patients/visitors, try to satisfy their request and handle dissatisfied or angry patients in an appropriate and sensitive manner.
	<b>1.7</b>	<b>Enrolment</b>	All patients with the practice are registered and enrolled with the PHO and accurate details are recorded  New patients are managed according to guidelines	Audits will be measured by the rejections from the Ministry due to incorrect or missing data being registered at the time of enrolment.
	<b>1.8</b>	<b>Patient details are updated</b>	Patient details are maintained and checked on a regular basis.  Records information on the patient management system in a timely way.  All information entered is accurate.	Account holder updated as per current process.  Records are consistently found to be accurately maintained. Personal details are updated with each presentation.
	<b>1.9</b>	<b>Patient Transfers</b>	Following the appropriate guidelines, patients transferring out of the practice will have their notes sent to their new provider within 5 days.	This will be measured by patient or queries from other practices.
<b>2</b>		<b>Waiting Room</b>		
	<b>2.1</b>	<b>Patients are informed</b>	Recognise the importance of communication.  Patients are advised of usual process, time delays and any unexpected situations.	Ensures that patients are well informed regarding the expected fees and debt minimised.  Patient satisfaction surveys reflect that 100% of patients are advised of cost and payment options.
	<b>2.2</b>	<b>Waiting room monitored</b>	Receptionists are expected to maintain a working knowledge of the	Demonstrates an awareness of environment and responds appropriately.

			<p>patients in the waiting room, being alert for any errors in process or deterioration of the patient's condition.</p> <p>A clinician is to be alerted to patients who seem ill or upset.</p> <p>Patients are informed as to any delays occurring.</p>	
	<b>2.3</b>	<b>Kept clean and tidy</b>	<p>Waiting room and children's play area is kept clean and tidy.</p>	<p>Infection control and health and safety measures are maintained.</p> <p>Any hazards are identified, reported and resolved in a timely manner.</p> <p>Ensure access is clear.</p>
<b>3</b>		<b>Accounting</b>		
	<b>3.1</b>	<b>Patients are charged</b>	<p>Patients are charged accurately in accordance with charging guidelines.</p> <p>All payments are processed and receipted in accordance with guidelines.</p>	<p>Demonstrates 100% accuracy of invoicing.</p> <p>Demonstrates 100% accuracy in receipting.</p> <p>Audit demonstrates 100% of visits are appropriately invoiced.</p>
	<b>3.2</b>	<b>Banking</b>	<p>Banking is reconciled at the end of the morning and afternoon shift.</p> <p>Any discrepancies are accounted for in accordance with guidelines.</p>	<p>A record of any banking discrepancies is maintained and benchmarked for accuracy, in comparison to collegial accuracy.</p>
	<b>3.3</b>	<b>Debt management</b>	<p>Actively involved in debt management strategies according to current processes.</p>	<p>Demonstrates compliances with current processes and achieves effective results.</p> <p>Audits reflect compliance with current processes</p>
	<b>3.4</b>	<b>Subsidy schedules</b>	<p>All eligible patient subsidies are accurately entered and claimed (may also include claims processing)</p>	<p>Audits reflect that any available subsidies are claimed. Such as: ACC, GMS (CSC), Maternity, Immunisations</p>
<b>4</b>		<b>General Office</b>		
	<b>4.1</b>	<b>Filing</b>	<p>Patient filing is accurately completed within a reasonable time</p> <p>Patient's files are kept in the appropriate order</p>	<p>Demonstrates timeliness and accuracy when managing paper systems.</p>

			<p>categorized and in chronological order.</p> <p>No files are scanned without countersigning from clinical staff.</p> <p>WINZ redirection notifications are processed and filed according procedure.</p>	
	<b>4.2</b>	<b>Incoming mail</b>	<p>All incoming mail is dated and processed as it arrives.</p> <p>GNA followed up with phone call.</p>	All correspondence is dealt with as per current processes.
	<b>4.3</b>	<b>Outgoing mail</b>	<p>All outgoing mail is correctly addressed, stamped and put in mail bag for postage.</p>	All correspondence is dealt with as per current processes.
	<b>4.4</b>	<b>Email</b>	<p>Email is checked regularly each day. Wherever possible any tasks are to be actioned on the day received.</p>	Takes responsibility for communication of information in/ out.
	<b>4.6</b>	<b>Time management</b>	<p>Manages time appropriately, prioritises tasks at hand and takes a proactive approach to activities</p>	<p>Demonstrates professionalism and timeliness.</p> <p>Takes accountability for own performance, punctuality and completion of tasks.</p>
	<b>4.7</b>	<b>Stationery/Kitchen supplies</b>	<p>Stock levels are kept at an adequate level and reported to the staff member who orders stock as required</p>	Staff complaints when there is no stock readily available.
	<b>4.8</b>	<b>Patient Recalls</b>	<p>Patient recalls that require no clinical judgement are accurately completed within expected timeframes</p>	Takes responsibility for ensuring that recalls are accurate and timely and that clinical risk is mitigated by ensuring clinical oversight as appropriate
<b>5</b>	<b>Administration</b>			
	<b>4.1</b>	<b>Supports SSS administration team to achieve annual objectives</b>	<p>Administratively supports the SSS administration team to achieve contractual compliance and organisational objectives</p> <p>Contributes to the effective functioning of</p>	<p>All work is accurate and professionally presented with completion deadlines met. This will include such activities as providing assistance with government, company and patient debt recovery, reconciliation of accounts</p> <p>Within defined scope, provides administration support for the wider</p>

		<b>Policies</b>	<p>the team, administratively supports the Practice Manager to achieve operational business outcomes</p> <p>Develops good co-operative, working relationships with all other team members, responds calmly to urgent demands within required timeframes</p> <p>Provides assistance to other team members as required</p> <p>Ensure all practice administrative policies and procedures are followed at all times.</p>	<p>SSS team to achieve planned outcomes - this may include administrative support to clinicians, and contract leaders.</p> <p>Collection and collation of information, data entry and other related activities as required</p> <p>Assists in the creation and maintenance of a positive and harmonious environment. Proactive in recognising organisational and team requirements</p> <p>The administration team responds proactively and efficiently to customer demands (internal and external customers)</p> <p>Any suggestions for improvement can be discussed with the practice manager</p>
<b>6</b>	<b>Privacy and Security</b>			
	<b>6.1</b>	<b>Confidentiality</b>	<p>Confidentiality is maintained at all times.</p> <p>Ensure that telephone conversations and conversations of a private nature is not overheard.</p> <p>Any information or document with a patient name or readily identifiable information must be kept confidential and not be able to be seen by members of the public or other visitors.</p> <p>Patient or business details are not to be discussed as per the privacy act.</p>	<p>Takes privacy and confidentiality seriously in line legislation and clinical/business expectations.</p> <p>Identifies gaps in knowledge and seeks development opportunities.</p> <p>Zero tolerance to any breaches.</p>
	<b>6.2</b>	<b>Security</b>	<p>Money should be counted away from the front desk and out of sight of patients or visitors.</p>	<p>Takes responsibility for maintaining security, personal, patient and clinic.</p>

			Personal belongings are to be kept out of sight.	
<b>7</b>		<b>Professional Development</b>		
	<b>7.1</b>	<b>Training needs</b>	Training needs will be assessed on a regular basis, and staff will be required to attend internal and external training seminars and courses accordingly. Proactively identifies own training needs.	Undertakes responsibility for own professional development. Meets personal objectives and identifies learning needs. Participates in external and internal training.
	<b>7.2</b>	<b>Meetings</b>	Participation is considered to be an essential component to maintaining up to date processes.	Regular attendance at meetings. Takes responsibility for reviewing minutes from administration and clinical meetings. Encourages all team members to contribute ideas and is understanding of varying perspectives.
	<b>7.3</b>	<b>Development/ reflection</b>	Participates in annual performance reviews.	Identifies personal objectives. Openly reflects on own practice and identifies areas for improvement.
<b>8</b>		<b>Cultural Appropriateness</b>		
	<b>8.1</b>	<b>Cultural Safety &amp; Responsiveness</b> Services are delivered with an understanding of culture, equity issues, systemic and intuitional racism.	Demonstrates a commitment to the Treaty of Waitangi.	Treats service users and families with dignity and respect at all times.  Is aware of and responds to the Treaty of Waitangi and bases interactions on the principles of partnership, protection and participation.  Is responsive to the cultural needs and expectations of the patients  Identifies cultural training needs  Equity and Cultural orientation
<b>9</b>		<b>Attitude</b>		
	<b>9.1</b>	<b>Communication</b>	Displays an attitude which aligns to the values of the organisation	Consistently displays a positive and respectful attitude in interactions with customers and colleagues. Introduces practices that are designed to improve service quality. Is appropriately responsive to patient and whanau needs.
	<b>9.2</b>	<b>Interpersonal relationships</b>	Evidence of positive and functional relationships with colleagues and service users.	Actively promotes a friendly environment. Cooperates with colleagues Takes responsibility for the success of the team. Demonstrates loyalty and professionalism through appropriate working relationship with WRHN,



				Waimarino Health Services, Iwi Providers management & staff.
	<b>9.3</b>	<b>Problem solving</b>	Resolves issues in a timely manner.	Takes a proactive approach to resolving issues.  Seeks advice from peers as required. Makes constructive suggestions to the improvement of process when relevant.
	<b>9.4</b>	<b>Initiative</b>	Makes the most of opportunities.	Recognises and acts upon opportunities and adapts work practices to take advantage of those opportunities. Actively notifies issues and communicates opportunities for improvement.
<b>10</b>		<b>Health and Safety</b>		
	<b>10.1</b>	<b>Health &amp; safety in practice</b>	Applies health and safety related skills and knowledge to all work practices	Maintains a safe working environment. Is aware of and identifies hazards, takes action accordingly. Takes responsibility for own self-awareness and adherence to SSS & TRNWNA policies as appropriate.
<b>11</b>		<b>Service Ethics</b>		
	<b>11.1</b>	<b>Customer service</b>	Strives to maintain a high quality service.	Each individual must take responsibility for maintaining an up to date knowledge of systems and processes, and must seek assistance if any further training is required.
	<b>11.2</b>	<b>Other duties</b>	The Employee will be asked from time to time, to perform other tasks in order to maintain the smooth and effective service of the practice.	Takes a proactive approach to duties.