

## Receptionist / Administration Assistant

**RESPONSIBLE TO:** WAM Clinical Nurse Leader

**RESPONSIBLE FOR:** Working alongside the WAM triage nurse as the first point of contact for whanau into WAM and will ensure the cultural safety of people while receiving reception services.

Provision of administration support to the WLT.

**HOURS:** Casual

**RELATIONSHIPS:**

**Internal**

- WAM medical, nursing, reception and administration staff
- WAM Clinical Director, Clinical Nurse Leader and WAM Service Manager
- Whanganui Regional Health Network (WRHN) Business Manager
- Other health providers
- WRHN managers and employees

**External**

- WAM patients, whanau and the Whanganui rohe
- WRHN member general practitioners
- Whanganui District Health Board (WDHB) management and employees
- WDHB Emergency Department workforce
- WAM contractors and third party providers
- WAM funders and suppliers

**PURPOSE:**

The safety of people using WAM services relies on the information that is entered into the patient management system being completed immediately and accurately. The sustainability of the clinic relies on the accurate invoicing and payment collection. The Receptionist is the first point of contact for people into WAM, therefore, these functions must be completed while ensuring people feel safe, connected, valued, and in control of what happens.

The Receptionist has responsibility to create an atmosphere/culture within the WAM waiting room area which aligns to WAM values. People should feel that they have been welcomed into the clinic (rather than processed) in a friendly, sympathetic, professional and culturally appropriate manner.

The operations of the clinic rely on accurate and timely completion of a range of administration duties. These duties are performed in line with WAM/WLT shifting priorities and timeframes and occur within a continuous quality improvement framework.

**ESSENTIAL QUALIFICATIONS AND SKILLS:**

- Cultural competency, awareness and sensitivity.
- Debt management experience and proven recovery capability.

- Evidence of excellent customer service skills, self-determination and use of personal initiative within clinic policies and guidelines.
- High standard of data processing speed and accuracy.
- High level of competence in the use of technology, Microsoft Office applications, and administration systems and processes.
- Ability to work over the range of WAM opening hours.
- Flexibility in relation to tasks and routines and the ability to multi-task.
- First Aid Certificate or willingness to complete.
- Excellent time management skills
- Proven written communication skills
- Ability to work autonomously and to be outcome focused
- Demonstrates an awareness and knowledge of relevant legislation (e.g. te Tiriti o Waitangi, Code of Health and Disability, Health Practitioners Competence Assurance Act, Privacy Act, Health and Safety at Work Act 2015).
- Trust and respect within the community
- Evidence of application of continuous quality improvement systems and processes

**DESIRABLE QUALIFICATIONS AND SKILLS:**

- Health Care Assistant qualification or working towards.
- Relevant administration, quality, and/or health and safety qualification or working towards same.
- Cash handling, electronic payment and payment reconciliation experience.
- Competent in using Medtech32 patient management software and WDHB Webpas system.
- Previous experience in a health care assistant / administration role
- Valid and full driver’s license

**PERFORMANCE DEVELOPMENT:**

This will occur in accordance with WRHN Performance Management policy.

This position description is not exhaustive and includes a requirement to undertake such duties as may be required from time to time.

WRHN – Whanganui Regional Health Network

WAM - Whanganui Accident and Medical Ltd

WDHB – Whanganui District Health Board

WLT – WAM Leadership Team

Patient Services	Standards	Performance Measures
Receive and welcome in line with WAM service values	Service users are attended to promptly and acknowledged in a professional, sympathetic, safe and culturally appropriate manner.	<ul style="list-style-type: none"> <li>• Evidence of a values based service and continually developing customer service expertise.</li> <li>• There are no people queuing for reception services. If a queue is developing, support staff are called to assist and patients are advised of delays. People who are waiting are observed for signs of distress / agitation which is reported immediately to the triage nurse (or other suitably qualified health professional).</li> </ul>

		<ul style="list-style-type: none"> <li>• Makes eye contact, smiles and makes conversation with people on arrival.</li> <li>• Facilitates people accessing the service they are seeking.</li> <li>• Reflects on constructive feedback and modifies behaviour as appropriate.</li> </ul>
Provision of service information	People are advised regarding clinic processes associated with triage, invoicing and payments, and are asked for payment of outstanding accounts.	<ul style="list-style-type: none"> <li>• People are aware of WAM triage and priority systems and wait times.</li> <li>• Invoicing is accurate and occurs at the time of presentation at reception.</li> <li>• People are aware of payment requirements and there is evidence of communication regarding debt and payment options documented.</li> <li>• Audits are completed on individual complaints, debt management. The employee is benchmarked as a high performer.</li> <li>• People are satisfied with reception services and have their questions answered promptly.</li> </ul>
Answering telephone	Demonstrates customer focused phone approach.	<ul style="list-style-type: none"> <li>• All calls are answered within 4 rings unless people are waiting for reception services.</li> <li>• Service is polite, respectful and aligns to WAM service values needs.</li> <li>• Body language/signals are used to acknowledge people who are waiting when occupied with telephone conversations.</li> </ul>
Appointments	Accurate patient appointments are made according to policy and process/guidelines.	<ul style="list-style-type: none"> <li>• Arrival times are accurately annotated in appointment books.</li> <li>• Appointments are made in line with practice processes.</li> </ul>
Communication and liaison	Consistently displays a commitment to maintaining a customer/ whanau focused service.	<ul style="list-style-type: none"> <li>• Enquiries from patients, visitors and others are dealt with in a courteous and prompt manner.</li> <li>• Takes responsibility for developing a culture which aligns to the philosophy "going the extra mile".</li> <li>• Identifies language or other communications barriers and seeks support for people in overcoming these. E.g. access of an interpreter, provision of resources in appropriate languages etc.</li> </ul>

<b>Waiting Room Services</b>	<b>Standards</b>	<b>Performance Measures</b>
Waiting room monitoring	Demonstrates an awareness of environment	<ul style="list-style-type: none"> <li>• Patient comfort in the waiting room is evident by way of receiving no patient complaints.</li> </ul>

	and responds appropriately.	<ul style="list-style-type: none"> <li>• Immediate management of patient disruption.</li> <li>• Patients are informed as to any delays occurring.</li> <li>• Wheelchairs are always available in the wheelchair bay.</li> <li>• The waiting area and facilities are clean, and free of any presenting health and safety risks to patients.</li> <li>• Deterioration of the patient's condition or behaviour is alerted to a clinician immediately.</li> <li>• TV content and volume is appropriate for people waiting.</li> <li>• Infection control and health and safety measures are maintained.</li> <li>• Any hazards are identified, reported and resolved in a timely manner.</li> </ul>
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<b>Financial Services</b>	<b>Standards</b>	<b>Performance Measures</b>
Patient Fees	<p>Patients are invoiced accurately in accordance with charging guidelines.</p> <p>All payments are processed and receipted in accordance with guidelines.</p>	<ul style="list-style-type: none"> <li>• Demonstrates 100% accuracy of invoicing.</li> <li>• Demonstrates 100% accuracy in receipting.</li> <li>• Audit demonstrates 100% of visits are appropriately invoiced.</li> <li>• Over 80% of patients pay on the day of consultation.</li> </ul>
Banking	Banking is reconciled at the end of every shift and any discrepancies accounted for in accordance with guidelines.	<ul style="list-style-type: none"> <li>• Reconciliation occur at the end of each shift without discrepancies.</li> <li>• A record of any banking discrepancies is maintained and benchmarked for accuracy, in comparison to collegial accuracy.</li> </ul>
Debt management	Actively involved in debt management strategies according to current processes.	<ul style="list-style-type: none"> <li>• Demonstrates compliance with current processes and achieves effective results.</li> <li>• Audits reflect compliance with current processes.</li> </ul>
Subsidy schedules	All eligible patient subsidies are accurately entered and claimed (may also include claims processing).	<ul style="list-style-type: none"> <li>• Audits reflect that any available subsidies are claimed. Such as: ACC, GMS (CSC), Maternity, Immunisations etc.</li> </ul>

<b>Administration Services</b>	<b>Standards</b>	<b>Performance Measures</b>
Patient details are updated	Account holder updated as per current process.	<ul style="list-style-type: none"> <li>• Records information on the patient management system in a timely manner.</li> <li>• All information is accurate for within both WAM and ED computer systems.</li> <li>• Personal details are updated with each presentation.</li> </ul>

Data and information collection	Data and information collection occurs within clinic policy and process/guidelines.	<ul style="list-style-type: none"> <li>• All patients are indicated as 'arrived' into the PMS system.</li> <li>• Information required as documented in clinic manuals, policy and guidelines and NZCUC Standards, is collected.</li> <li>• Audits demonstrate performance as expected.</li> <li>• Patients are routinely entered in to the Medtech appointment book and timer activated.</li> </ul>
Message taking	Demonstrates compliance with up to date processes.	<ul style="list-style-type: none"> <li>• Accurate messages are recorded, including time, date, name of caller, phone number, message and initials of call taker.</li> <li>• Messages are then passed on to the appropriate person in a timely manner.</li> </ul>
Filing	Clinical results are managed appropriately.	<ul style="list-style-type: none"> <li>• No files are scanned without countersigning from clinical staff.</li> <li>• WINZ redirection notifications are processed and filed according procedure.</li> <li>• Demonstrates timeliness and accuracy when managing paper systems.</li> </ul>
Incoming mail	Incoming mail is processed in line with clinic protocols.	<ul style="list-style-type: none"> <li>• Incoming mail is delivered to appropriate staff.</li> <li>• Mail marked confidential is not opened on behalf of the addressed recipient.</li> <li>• All correspondence is dealt with as per current processes.</li> <li>• All incoming mail and faxes are dated and processed as they arrive.</li> <li>• Gone No Address letters followed up with phone calls.</li> </ul>
Outgoing mail	All correspondence is dealt with as per current processes.	<ul style="list-style-type: none"> <li>• All outgoing mail is correctly addressed, stamped and put in mail bag for postage.</li> </ul>
Email	Email is checked at least once every shift. Wherever possible any tasks are to be actioned on the day received.	<ul style="list-style-type: none"> <li>• Takes responsibility for communication of information in/ out.</li> </ul>
Security	Takes responsibility for maintaining security, personal, patient and clinic.	<ul style="list-style-type: none"> <li>• Money should be counted away from the front desk out of sight.</li> <li>• Clinic security policies and processes are adhered to.</li> </ul>
Rosters	Completes draft reception, nursing and medical workforce rosters as requested.	<ul style="list-style-type: none"> <li>• Rosters are completed in line with individual and collective employment agreements.</li> <li>• Rosters are accurate and timely.</li> <li>• Rosters create cost efficiency.</li> </ul>

	Ensures after-hours GPs are aware of upcoming shift expectations.	<ul style="list-style-type: none"> <li>• Rosters are cognisant of WAM needs and staff preferences.</li> <li>• Rosters are fair between employees.</li> <li>• GPs are advised of shifts in line with expected guidelines.</li> </ul>
Orientation	Support the WLT in administrating recruitment, orientation and conclusion processes.	<ul style="list-style-type: none"> <li>• Ensure WRHN/WAM policies are adhered to in relation to WAM workforce commencing and exiting service provision at WAM; specifically, recruitment, orientation and exit policies.</li> <li>• Employees, students and contractors have access only to systems and resources that they need/are allowed and only for the time that WAM deems they need them.</li> </ul>
IT Systems	Information System processes and protocols are developed and maintained to ensure integrity and security of practice data.	<ul style="list-style-type: none"> <li>• All network and user problems are dealt with within agreed timeframes.</li> <li>• Capability, capacity and risk associated with the IT systems is addressed and formally alerted to the WLT via formal processes within a reasonable timeframe.</li> <li>• Maintenance and replacement of IT components and peripherals occurs as required.</li> <li>• Use of WAM IT System is in line with requirement under the Privacy Act 1993.</li> <li>• Replacement of IT equipment occurs in line with WAM capital expenditure plan.</li> </ul>
Facility Management	To ensure that the WAM facility is secure, safe and maintained to agreed and legislated standards	<ul style="list-style-type: none"> <li>• Leases and other relevant documentation signed inclusive of any subletting of consulting rooms.</li> <li>• Oversight of all external and internal safety and security procedures to ensure staff and patient safety.</li> <li>• The building and facilities are presented professionally.</li> </ul>
Debt and Revenue	To ensure WAM debt management policy and processes are current, effective and adhered to.	<ul style="list-style-type: none"> <li>• Credit management is audited and bad debt occurs within budgeted parameters.</li> <li>• Debt and debt management recommendations are reported to the Business Manager and Clinical Nurse Leader monthly.</li> <li>• WAM debt trends downward.</li> <li>• Audits are in place which ensure the generation of revenue is timely</li> </ul>

	Revenue streams for practice viability are maximised.	and accurate and that payment occurs on time. <ul style="list-style-type: none"> <li>• Audit processes and systems are robust and mitigate negative trends occurring.</li> </ul>
Reception Support	Ensure that reception staff have support and resources to completed expected outputs.	<ul style="list-style-type: none"> <li>• Receptionists breaks and other miscellaneous absence are covered.</li> <li>• Roster gaps (due to sick or other unrostered absence are covered).</li> <li>• Process failure is notified to WLT and is documented within a quality framework.</li> <li>• Report to WLT if required resources are not available or fit for purpose.</li> <li>• Audit and identify risks associated with reception functions/processes and propose remedial actions within a quality framework.</li> </ul>

<b>Patient Rights &amp; Confidentiality</b>	<b>Standards</b>	<b>Performance Measures</b>
Confidentiality	Patient rights and confidentiality is maintained at all times.	<ul style="list-style-type: none"> <li>• Takes privacy and confidentiality seriously and behaves in line with legislative and business expectations.</li> <li>• 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.</li> <li>• Patient or business details are not to be discussed as per the privacy act.</li> <li>• Identifies gaps in knowledge and seeks development opportunities.</li> <li>• WAM has a zero tolerance policy in relation to breaches of patient rights or confidentiality.</li> </ul>

<b>Professional Development</b>	<b>Standards</b>	<b>Performance Measures</b>
Training needs	Proactively identifies own training needs.	<ul style="list-style-type: none"> <li>• Undertakes responsibility for own professional development.</li> <li>• Meets personal objectives and identifies learning needs.</li> <li>• Participates in external and internal training.</li> <li>• Completes all mandatory training modules.</li> </ul>
Meetings	Participation is considered to be an essential	<ul style="list-style-type: none"> <li>• Regular attendance at meetings.</li> </ul>

Development/ reflection	component to maintaining competency.  Participates in annual performance reviews.	<ul style="list-style-type: none"> <li>• Takes responsibility for reviewing minutes from administration and clinical meetings.</li> <li>• Encourages all team members to contribute ideas and is understanding of varying perspectives.</li> <li>• Identifies personal objectives.</li> <li>• Openly reflects on own practice and identifies areas for improvement.</li> </ul>
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<b>Cultural Competency</b>	<b>Standards</b>	<b>Performance Measures</b>
Treaty of Waitangi	Demonstrates a commitment to the Treaty of Waitangi.	<ul style="list-style-type: none"> <li>• Has knowledge and understanding of the Treaty of Waitangi and its application in Health in terms of the articles and principles.</li> <li>• Measures consumer responsiveness and appropriateness for Maori accessing services.</li> <li>• Operationally meets the principles of the Treaty of Waitangi.</li> <li>• Behaviour aligns to organisational cultural principles and service values.</li> <li>• Attends cultural education and participates in cultural ceremonies and activities.</li> </ul>

<b>Other Competencies</b>	<b>Standards</b>	<b>Performance Measures</b>
Communication	Displays an attitude which aligns to the values of the organisation.	<ul style="list-style-type: none"> <li>• Consistently displays a positive and respectful attitude in interactions with customers and colleagues.</li> <li>• Introduces practices that are designed to improve service quality.</li> <li>• Is appropriately responsive to patient and whanau needs.</li> </ul>
Interpersonal relationships	Evidence of positive and functional relationships with colleagues and service users.	<ul style="list-style-type: none"> <li>• Actively promotes a friendly environment.</li> <li>• Cooperates with colleagues within WAM and ED.</li> <li>• Takes responsibility for the success of the team.</li> <li>• Demonstrates loyalty and professionalism through appropriate working relationship with WAM, WRHN, WDHB &amp; other providers, management &amp; staff.</li> </ul>
Problem solving	Resolves issues in a timely manner.	<ul style="list-style-type: none"> <li>• Takes a proactive approach to resolving issues.</li> <li>• Works within scope of practice.</li> <li>• Seeks advice from peers as required.</li> </ul>



		<ul style="list-style-type: none"> <li>• Makes constructive suggestions to the improvement of process when relevant.</li> </ul>
Initiative	Makes the most of opportunities.	<ul style="list-style-type: none"> <li>• Recognises and acts upon opportunities and adapts work practices to take advantage of those opportunities.</li> <li>• Actively notifies issues and communicates opportunities for improvement.</li> </ul>
Time management	Manages time appropriately, prioritises tasks at hand and takes a proactive approach to activities.	<ul style="list-style-type: none"> <li>• Demonstrates professionalism and timeliness.</li> <li>• Takes accountability for own performance, punctuality and completion of tasks.</li> </ul>

<b>Health and Safety</b>	<b>Standards</b>	<b>Performance Measures</b>
Health & safety in practice	Applies health and safety related skills and knowledge to all work practices.	<ul style="list-style-type: none"> <li>• Maintains own safe working environment and contributes to the safety of others.</li> <li>• Is aware of and identifies hazards, takes action accordingly to eliminate or mitigate these.</li> <li>• Is aware of and complies with responsibilities under Health &amp; Safety at Work Act (2015) and any subsequent amendments or replacement legislation.</li> <li>• Takes responsibility for own self-awareness and adheres to WAM, WRHN &amp; WDHB policies.</li> <li>• Contributes to the maintenance of WAM Hazard register.</li> <li>• Ensures the safety of self and others by using clinic safety and security systems and policies.</li> <li>• Use appropriate infection control procedures and maintain work areas in each clinical room so that they are clean, safe and free from hazards reporting of any potential risks identified, including: <ul style="list-style-type: none"> <li>○ hand washing</li> <li>○ universal hygiene procedures</li> <li>○ collection and handling of laboratory specimens</li> <li>○ segregation and disposal of waste materials</li> <li>○ decontamination of instruments and clinical equipment</li> <li>○ reporting and treatment of sharps injuries</li> </ul> </li> </ul>

		<ul style="list-style-type: none"><li>○ dealing with blood and body fluid spillages</li><li>○ Assist patients and colleagues in adopting sound infection control measures</li><li>● Know the general principles of first aid and resuscitation to be able to undertake initial actions as appropriate.</li><li>● Be aware of statutory child health procedures and statutory local guidance and referral criteria.</li><li>● Know the health and safety policies and procedures within the workplace, including fire procedures, maintaining documentation, monitoring and maintaining of equipment and furniture within your area of responsibility</li><li>● Be able to identify the risks to health of microbiological and chemical hazards within the working environment according to the Control of Substances Hazardous to Health.</li></ul>
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