POSITION DESCRIPTION
Receptionist | Kaiwhakatau manuhiri

RESPONSIBLE TO: Reception Team Leader | Practice Manager | Board of Directors

FUNCTIONAL RELATIONSHIPS WITH:

Internal	Aramoho Health Centre Staff
External	Patients and whānau Visitors and public Other medical professionals

MAIN PURPOSE OF THE JOB:

Receptionists play a vital role in the health centre environment as the first point of contact for patients, whānau and visitors.

The reception team must carry out its patient service duties accurately and promptly, while ensuring that people connecting with the health centre in-person or by telephone feel welcomed and valued.

Patients should feel they have been dealt with in a friendly, professional and culturally appropriate manner, and that all that can be done for them is being done.

Collaboration with other staff should be effective and proactive, with any issues requiring attention being correctly identified, prioritised and communicated.

VALUES, APTITUDES, SKILLS AND EXPERIENCE:

The most important values for this job are:
- Compassion
- Integrity
- Respect

The most important skills and experience are:
- Excellent customer service, communication and phone skills
- Cultural competency, awareness and sensitivity
- A high level of proficiency in MS Office and other technology/applications

The most important aptitudes for this job are:
- An interest in working with people and within the health sector
- Self-confidence, initiative and the flexibility to work well under pressure
- Willingness to go 'above and beyond' to improve patient experience

Desirable: Knowledge of Te Reo Māori, NCEA Level 2 or equivalent

Key Tasks			Standards/Outcomes Expected
1		**Reception Management**	
	1.1	Receive and welcome	▶ Patients, whānau and visitors are welcomed in a friendly, professional and culturally appropriate manner ▶ Requests for assistance or advice are resolved efficiently and effectively
	1.2	Arrival	▶ All patients presenting for appointments are 'arrived' in the computer system correctly ▶ Patients are kept informed of any delays or changes to service
	1.3	Respond to telephone requests	▶ Phone calls are answered promptly ▶ Phone manner is friendly, respectful and helpful ▶ Requests for assistance are resolved efficiently and effectively ▶ Phone calls are transferred or logged with clinical staff accurately
	1.4	Message taking	▶ Accurate messages are recorded and communicated ▶ Messages and tasks are followed up as necessary to ensure effective resolution
	1.5	Appointments	▶ Appointments are accurately entered into the computer system ▶ Patients are informed of the available service options and assisted to make the best choice ▶ Patient expectations of service delivery are managed to provide satisfactory outcomes
	1.6	Communication and liaison	▶ Enquiries from patients, visitors and others are dealt with courteously and professionally ▶ Good judgement is applied as to how to best deal with patient requests ▶ Information provided to patients, whānau and visitors is accurate, clear and easily understood ▶ Complaints are handled sensitively, and appropriate steps are taken to resolve problems
	1.7	Patient registration and transfers	▶ Patients are registered and enrolled and medical notes are requested or transferred in accordance with guidelines
	1.8	Patient details are updated	▶ Patient details are accurately maintained

2		Waiting Room Management	
	2.1	Patients are informed	▶ Patients are informed as to any delays occurring
	2.2	Waiting room monitored	▶ The waiting room is monitored to ensure all patients have been arrived and that there are no problems ▶ Patients who seem very ill or upset are to taken to another room for privacy, and clinical staff alerted
	2.3	Kept clean and tidy	▶ Waiting room and facilities are kept clean and free of any health & safety hazards ▶ Infection controls protocols are followed

3		Accounting	
	3.1	Patients are charged	▶ Patients are charged accurately ▶ Patients are informed of payment options ▶ Clinical staff are assisted with charging enquiries
	3.2	Payments are receipted	▶ All payments are processed and receipted accurately
	3.3	Banking	▶ Banking is reconciled at the end of every shift and any discrepancies accounted for
	3.4	Invoicing and claiming	▶ All eligible patient subsidies are accurately entered and claimed

4		Office	
	4.1	Filing	▶ Patient filing is completed accurately ▶ Patient files are kept in the appropriate order categorized and in chronological order
	4.2	Incoming mail	▶ All incoming mail and faxes are dated and processed as they arrive
	4.3	Outgoing mail	▶ All outgoing mail is correctly addressed, stamped and put in mail bag for postage
	4.4	Document scanning	▶ Documents are scanned within 24 hours of being put in the scanning basket
	4.5	Email	▶ Email is monitored and actioned on the day it is received ▶ All patient email is acknowledged as having been received
	4.6	Stationery & Kitchen supplies	▶ Stock levels of stationery and kitchen supplies are kept at an adequate level

5		**Privacy and Security**	
	5.1	Patient confidentiality	▶ Patient confidentiality is maintained at all times ▶ Any information or document with a patient name or readily identifiable information is kept confidential and not visible to members of the public or other visitors ▶ Patient details are not discussed – the exception to this is where it is in relation to a particular request or task required
	5.2	Comply with legislation	▶ Privacy legislation and the Health Information Privacy Code are complied with ▶ Regular training in Privacy Act is undertaken
	5.3	Personal security	▶ Money is counted away from the front desk and out of sight of patients or visitors ▶ Security awareness is maintained i.e. ensure doors that are not required for patient access are locked when not in use, i.e. back doors and side entrance doors ▶ Doors are locked and alarm set correctly when last person exiting building ▶ Security protocols are followed

6		**Training and Development**	
	6.1	Training needs	▶ Attend internal and external training seminars and courses in accordance with training needs ▶ Complete all mandatory training modules
	6.2	Meetings	▶ Regularly attend staff meetings and team meetings

7		**Team Support and Assistance**	
	7.1	Contribute to the team	▶ Assist the reception and administration teams to operate as a cohesive unit, sharing and managing workloads in response to demand
	7.2	Share knowledge and skills	▶ Share knowledge and skills with reception team members and other staff as relevant ▶ Collaborate with other team members to achieve goals
	7.3	Foster good communication and relationships	▶ Pass on information in an accurate and timely fashion ▶ Maintain positive relationships with other team members and staff ▶ Work to foster an environment of trust, openness, positive conflict resolution and good humour

8		**Health Equity and Cultural Competency**	
	8.1	Treaty of Waitangi	▶ Demonstrate knowledge and understanding of the Treaty of Waitangi and its application in the health sector ▶ Attend cultural education and participate in cultural ceremonies
	8.2	Cultural Safety	▶ Support the practice to provide culturally safe care to patients
	8.3	Health Equity	▶ Demonstrate knowledge and understanding of health equity issues and participate in pro-equity initiatives within the practice and community

8		**Health and Safety**	
	8.1	Compliance	▶ Comply with all safe work procedures, policies and any reasonable instructions given by the PCBU or management
	8.2	Reporting	▶ Report all incidents, hazards/risks and injuries in a timely manner
	8.3	Participation	▶ Participate in induction programmes and updates as required
	8.4	Responsibility	▶ Take personal responsibility for own safety without putting others at risk

9		**Other**	
	9.1	Other duties	▶ May be asked from time to time to perform other tasks in order to maintain the smooth and effective service of the practice