

**POSITION DESCRIPTION**

**POSITION:** Receptionist / Administration Support

**RESPONSIBLE TO:** Charge Nurse Manager - Murchison Aged Residential Care Hospital and Health Centre

**Health New Zealand | Te Whatu Ora Nelson Marlborough**

**Our vision | Tō tātou manako:** All people live well, get well, stay well. *Kaiao te tini, ka ora te mano, ka noho ora te nuinga.*

**Our mission | Tō tātou kaupapa:** Working with the people of our community to promote, encourage and enable their health, wellbeing and independence. *Kei te mahitahi tātou hei whakapiki te oranga me te motuhaketanga o to tatou hapori.*

**Our Values – Ō tātou whanonga pono**

**Respect | Manaakitanga:** We care about, and will be responsive to, the needs of our diverse people, communities and staff. *Kia horahia te manaakitanga ki ngā iwi katoa me ngā hāpori, kaimahi hoki.*

**Innovation | Auaha:** We will provide an environment where people can challenge current processes and generate new ways of working and learning. *Kia auaha me whakahoutia i ngā pūkenga ākonga, me ngā mahi ki tēnei hāpori.*

**Teamwork | Whakarāmemene:** We create an environment where teams flourish and connect across the organisation for the best possible outcome. *Kia whakarāmemene i ngā kaupuni hauora katoa.*

**Integrity | Ngākau tapatahi:** We support an environment which expects openness and honesty in all our dealings and maintains the highest integrity at all times. *Kia taea i te ngakau tapatahi i runga i te tika me te pono i ngā mahi katoa.*

**PURPOSE OF THE POSITION**

- To assist the Patients Flow through the Hospital/Health Centre system
- To provide an efficient reception and administration service for the Hospital and Health Centre

RESPONSIBILITIES	EXPECTED OUTCOMES
<p><b>Enhance patient flows</b></p> <p>General administration duties are undertaken in a confidential professional and efficient manner</p>	<ul style="list-style-type: none"> <li>• Appointments are made in a timely and coordinated manner</li> <li>• Clinical records are available to meet the needs of the unit</li> <li>• Maintain filing systems; ongoing filing, renew any old chart covers and chart names as necessary.</li> <li>• Photocopying and distributing documents as required</li> <li>• Maintain stationery supplies</li> <li>• Ensure GP's appointment book is up to date</li> <li>• Check waiting room – ensure it is tidy and radio on.</li> <li>• Receive payment from consumers for services and issuing receipts</li> <li>• Assist with ACC documentation as directed</li> <li>• An ordered and effective desk file is maintained</li> </ul>
<p><b>Reception</b></p> <ul style="list-style-type: none"> <li>• To provide a friendly and informed initial contact with public, patients and staff</li> <li>• Telephone duties and enquiries</li> </ul>	<ul style="list-style-type: none"> <li>• To provide friendly and courteous response to counter and telephone enquiries promptly and efficiently</li> <li>• Visitors and telephone callers receive a friendly, welcoming and courteous service</li> <li>• Notify patient of waiting time for appointment</li> <li>• Messages are taken accurately, delivered promptly and sufficiently detailed to allow an informed response</li> <li>• To provide a quality front line service</li> <li>• Screen and direct enquiries to appropriate personnel, answer routine enquiries</li> <li>• Check patient current details on arrival and update as needed in PMS</li> <li>• Screen and redirect enquiries to appropriate personnel</li> <li>• Comprehensive and accurate message taking</li> <li>• Generally promoting a professional quality customer focused service</li> <li>• Maintain inventory of loan equipment</li> <li>• Processing of new referrals</li> <li>• Maintain billing requisitions, invoicing and cash payments</li> <li>• Update waiting room with health promotion literature at least once monthly</li> <li>• Provides accurate, timely information to professional staff</li> </ul>
<p><b>Data Management</b></p>	<ul style="list-style-type: none"> <li>• Data entry and maintenance of Patient Management Systems: Medtech, SIPIC, Eldernet</li> <li>• Ensure accurate recording of patient data – registration / demographics</li> <li>• Ensure appropriate information is available to other departments</li> <li>• Update triage status and maintain reports with acceptable time frame</li> <li>• Load referrals, find notes if appropriate for Consultant for triaging</li> <li>• Arrange and book all clinics and ensure correct number of patients are in each clinic according to clinician specification</li> <li>• Appointments booked within timeframes according to prioritisation and clinicians instructions.</li> </ul>

<b>General Office Administration</b>	<ul style="list-style-type: none"> <li>• Open all incoming mail and distribute to appropriate person/place</li> <li>• Trace and action returned mail</li> <li>• Change and rebook all clinics as and when required notifying patients of change as necessary</li> <li>• Ensure clinical records are available within acceptable time frames for clinics</li> <li>• Maintain loose filing in clinical records</li> <li>• Participate in training needs analysis and undertake identified learning development and career opportunities</li> </ul>
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>• A quality, customer-focused service is provided at all times, which follows best practice</li> <li>• Participation in quality improvement processes in your area of work</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Participation in annual performance review process including review of performance goals and identification of areas for professional development</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Obligations contained in Appendices 1 &amp; 2 are met</li> <li>• Participate fully within the Centre team undertaking other duties as negotiated with your Manager</li> </ul>

## PERSON SPECIFICATION

### **QUALIFICATIONS**

- NCEA Level 2 English and Maths advantageous
- Medical Terminology Qualification advantageous
- Drivers Licence

### **EXPERIENCE**

- Demonstrated administration/secretarial experience
- Knowledge of Med Tech 32 would be an advantage
- Knowledge of accounting processes an advantage
- Experience using medical terminology would be an advantage

### **KNOWLEDGE AND SKILLS**

- High level communication skills, able to communicate effectively with a wide range of health professionals
- Good organisational skills and ability to prioritise
- Fast accurate computer and data entry skills
- Ability to use initiative and work unsupervised
- Be able to show attention to detail and accuracy
- Flexibility and willingness to undertake new tasks
- Ability to prioritise work and manage a busy work load
- High standard of oral and written communication skills
- Familiarity with health systems and terminology would be an advantage but not essential
- Have an understanding of The Treaty of Waitangi
- Intermediate knowledge of Microsoft Office applications i.e.: Word, Excel, PowerPoint and Outlook
- Keeps up to date with available information technology relevant to position
- Understands and complies with Health NZ Information Technology policies

### **PERSONAL ATTRIBUTES**

- Be sensitive to the needs of all patients and public regardless of need or cultural background
- Have demonstrated strong customer service orientation
- A high level of personal initiative, and motivation
- Be professionally presented
- Mental and physical health status appropriate to the position
- Demonstrated ability to show initiative and motivation
- Be able to work/liaise closely with staff at all levels of the organisation
- Ability to work under pressure, constantly prioritising as deadlines change
- Adheres to confidentiality requirements
- Pleasant disposition, sense of humour and ability to work with a high degree of diplomacy and co-operation and able to develop good working relationships
- Versatile, innovative and possess the ability to adapt within a changing environment
- Ability to work within a multi disciplinary team with a high degree of co-operation

## **APPENDIX 1**

### **General Responsibilities of an Employee of Health NZ | Te Whatu Ora Nelson Marlborough**

#### **1. Professional Responsibilities**

As an employee of Health NZ Nelson Marlborough, you are required to:

- Maintain any qualifications, including registrations and practising certificates, required for legal and safe practice.
- Keep yourself up to date on knowledge, best practices and legislation relating to your work.
- Make a personal contribution towards effective and efficient working relationships within your team and with other Health NZ Nelson Marlborough departments.
- Ensure you carry out your work in a way that is customer-focused and meets professional standards.
- In conjunction with your manager, identify your own training needs and plan to meet these needs.
- Manage your own time and prioritise your work effectively.

#### **2. Health, Safety and Wellbeing**

- Compliance with all health and safety legislative requirements.
- Compliance with the ACC Partnership Programme requirements.
- Compliance with all organisation-wide health and safety policies and procedures.
- Compliance with the Health and Safety Manual, any relevant chemical information and the emergency plan.
- Work is carried out in a healthy and safe manner and others are encouraged and assisted to work in the same way.
- Unsafe workplace conditions/practices (hazards) are identified, reported and mitigated/rectified early.
- Knowledge of identified hazards is kept up to date.
- Reportable event form is completed (via *Safety First*) for any accident or injury which has taken place at work, ensuring, in the case of injury, that your supervisor or manager is notified within 24 hours.
- Co-operation, support and promotion of occupational health and safety actions and initiatives in the workplace.

#### **3. Right to Raise Concerns**

- All employees of Health NZ Nelson Marlborough are expected and encouraged to immediately ask questions and raise any concerns/issues with their colleagues at their place of work, particularly if the care of a patient could potentially be compromised.
- All staff are expected to act professionally and to actively listen to the concerns or opinions of others being raised at the time.

#### **4. Child Wellbeing and Protection**

- Health NZ Nelson Marlborough is committed to identifying, supporting and protecting vulnerable children. The prevention of abuse and enhancing the wellbeing of children and their families aims to keep vulnerable children safe before they come to harm so they can thrive, achieve and belong. As an employee you are required to comply with all relevant legislation e.g. the Vulnerable Children Act 2014 and the Children, Young Persons and their Families Act 1989. You are also required to:
- Contribute to and support the organisation's strong commitment to a child centred approach to protect children across the region.
- Act at all times in the best interest of the children and young people, putting their interests first.

5. Ensure collaborative working practices and recording and sharing of information to address abuse, suspected abuse or disclosure of abuse in a timely and appropriate fashion.

## **6. Legislation, Regulations and Board Policies**

You are required to be familiar with and adhere to the provisions of:

- All relevant acts and regulations
- All Board, hospital and department policies
- All relevant procedure manuals
- The “Employee Obligations” within Health NZ Nelson Marlborough’s Disciplinary Policy.

## **7. Confidentiality**

You are required to:

- Adhere to the Privacy Act 1993, the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information.
- Maintain strict confidentiality of patient, applicant and employee information at all times.

## **8. Risk Management**

You are required to:

- Support and promote actions and initiatives in your work area which enable risks to be identified and eliminated or reduced.
- Be especially aware of those risks which have high cost or safety implications.
- Complete an accident/incident report for any accident, incident or near miss which has taken place at work.
- Respond to complaints according to appropriate policies.

## **9. Security**

You are required to:

- Wear your identification badge at all times when on site or when carrying out official duties.
- Notify Human Resources of any changes required for your ID badge.
- Report any suspicious or unusual occurrence to the security officer, orderly or telephone operator.
- Complete an incident report for any incident which has or might have compromised the safety of staff, patients and visitors.

## **10. Treaty of Waitangi**

Health NZ Nelson Marlborough is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi: Partnership, Participation and Protection.

## **11. Smokefree**

Health NZ Nelson Marlborough is a Smokefree Organisation. This applies to all staff and contractors working within Health NZ Nelson Marlborough buildings, grounds and vehicles. Staff are required to comply with the policy and ensure all visitors, patients and others are informed of the policy. This also applies to Health NZ Nelson Marlborough staff employed on Board business in the community.

## **APPENDIX 2**

The preferred candidate is required to complete a Pre-Employment Health Questionnaire. The table below outlines the tests to be carried out - depending on the nature of the position applied for.

<b>Condition</b>	<b>Information to include in Position Description</b>
TB Active	No person with active pulmonary or laryngeal tuberculosis (TB) is allowed to be at work in Health NZ Nelson Marlborough
TB Latent	Staff who expect to have contact with patients or infectious materials must have assessment of previous TB exposure at the time of employment
BBV	No person who is susceptible to hepatitis B is allowed to have contact with patients or human materials (e.g., blood) unless they have taken part or agree to take part in a blood-borne virus education, prevention and vaccination program
MRSA	No person colonised or infected with methicillin-resistant <i>Staphylococcus aureus</i> (MRSA) is allowed to work in clinical areas <sup>1</sup> New staff who will be working in clinical areas should be screened for MRSA if they have: <ul style="list-style-type: none"><li>• a chronic skin condition</li><li>• been working in an overseas healthcare facility in the last year</li><li>• been MRSA-positive in the last year</li></ul>
Skin	No person with a skin condition that by virtue of its site and type could be an infection risk is allowed to have contact with patients, food, microbiology samples or sterile items
Measles/Rubella	No person who is susceptible to measles or rubella is allowed to have contact with pregnant women.
VZV	No person susceptible to varicella-zoster virus (chickenpox) is allowed to have contact with newborn babies or pregnant women
EPP	No person who has detectable hepatitis B e antigen or high levels of hepatitis B virus DNA in their serum is allowed to undertake or assist with exposure-prone surgical procedures <sup>2</sup>

<sup>1</sup>Clinical areas include inpatient medical and surgical wards (includes Medical Units, AT&R Units, Surgical Wards, Paediatrics, Day Stay, Neonates and Women's Health). Screening does not apply to staff working in outpatient areas (e.g., clinics, Radiology, Respiratory Function lab) or in DSS, Mental Health or Drug and Alcohol services (transmission of MRSA is less likely and infection is rare in these sites.)

<sup>2</sup>Exposure-prone surgical procedure = a procedure where there is the potential for direct contact between the skin (usually finger or thumb) of the health care worker and sharp surgical instruments, needles, or sharp tissues (spicules of bone or teeth) in a blind or highly confined anatomic site such as a body cavity or in poorly visualised and/or confined body sites. Such sites include body cavities encountered during emergency and trauma procedures, abdominal, cardiothoracic, obstetric/gynaecological, orthopaedic and oral surgery.