

Te Whatu Ora Health New Zealand Te Matau a Māui Hawke's Bay	POSITION TITLE	Receptionist		
	DIRECTORATE	Communities, Women and Children	DEPARTMENT	Wairoa Hospital and Health Centre
	REPORTING TO (operationally)	Wairoa Centre Manager	REPORTING TO (professionally)	Wairoa Centre Manager
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the Wairoa Hospital & Health Centre in Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay Staff reporting - 0 Direct - 0 Indirect			
PURPOSE OF THE POSITION	As the first point of contact to provide a professional frontline reception and administrative service to both external and internal customers. To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Wairoa Hospital and Health Centre.			
KEY DELIVERABLES	<p>Administration and Clerical Support</p> <ul style="list-style-type: none"> ○ Carry out tasks including: ○ Photocopying / faxing / scanning of documents ○ Filing and assisting with health record management ○ Coordinating stationery supplies ○ Maintaining privacy of patients records ○ Delivery of documentation to other areas ○ Other specific administration / clerical tasks ○ Meeting prep and minutes ○ Raise and receive purchase orders as directed ○ Stores ordering as directed <p>Reception Specific Duties</p> <ul style="list-style-type: none"> ○ Patients and others are attended to promptly and directed to appropriate location. ○ "Customers" are greeted and welcomed in a friendly, courteous manner. ○ Relevant patient details are checked and updated on patient management systems i.e. ECA/ Clinical portal ○ Clinical staff are notified either face to face or by phone as appropriate immediately on patient arrival. ○ Patients are given any relevant information following their consultation and any necessary arrangements are made for follow up. ○ Acute patients are referred onto the acute services for immediate triage. ○ All patient electronic records are completed appropriately. ○ Bus bookings ○ Ensuring phone switchboard settings are right three times a day ○ Manage room bookings ○ Adherence to Te Whatu Ora - ` Hawke's Bay Privacy/Confidentiality Code/Patient Code of Rights. ○ Cross cover to reception/admin 			
HEALTH & SAFETY RESPONSIBILITIES	Te Whatu Ora - ` Hawke's Bay is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are: <ul style="list-style-type: none"> ● Not to do anything that puts your own H&S at risk ● Not to do anything that puts others H&S at risk ● To follow all health and safety policies and procedures ● To follow all reasonable health and safety instructions (You have the right to cease work if you believe that you, or others, are at risk of serious harm).			

KEY WORKING RELATIONSHIPS	INTERNAL <ul style="list-style-type: none">▪ Wairoa Centre Manager▪ Other Te Whatu Ora - ` Hawke's Bay staff▪ Practice staff and tenants	EXTERNAL <ul style="list-style-type: none">▪ Patients and their family/whanau▪ Health providers outside Te Whatu Ora - ` Hawke's Bay▪ Referrers▪ General Public
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DELEGATION AND DECISION	N/A
EMPLOYMENT AGREEMENT & SALARY	In accordance with the LNI Te Whatu Ora - ` Hawke's Bay/PSA Administration / Clerical Multi Employer Collective Agreement (MECA) band 1 according to specific role, qualifications and experience
DATE	November 2022
EXPENDITURE & BUDGET ACCOUNTABILITY	N/A
SCOPE & COMPLEXITY	N/A

ESSENTIAL CRITERIA

Qualifications

- NCEA Level 2 or equivalent

Experience

- 2 or more years administration experience
- Proven customer service skills

Business / Technical Skills

- Microsoft Office Products
- Demonstrates an understanding of continuous quality improvement

Key Attributes

- Effective communication skills
- Positive attitude with problem solving focus

Effectively Engaging with Māori

- Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori
- Is visible, welcoming and accessible to Māori consumers and their whānau
- Actively engages in respectful relationships with Māori consumers and whānau and the Māori community
- Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience
- Actively facilitates the participation of whānau in the care and support of their whānau member

Vaccination status for role:

Vaccinations as per the current employee immunisation policy including annual influenza vaccination & COVID 19

DESIRABLE CRITERIA

Experience

- Health sector experience

Business / Technical Skills

- ECA/Clinical Portal



OURHEALTH
HAWKE'S BAY
Whakawhāteia

Our Vision and Values

Te hauora o te Matau-a-Māui: Healthy Hawke's Bay

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



HE KAUANUANU RESPECT
ĀKINA IMPROVEMENT
RARANGATE TIRA PARTNERSHIP
TAUWHIRO CARE



HE KAUANUANU RESPECT

Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.



ĀKINA IMPROVEMENT

Continuous **improvement** in everything we do. This means that I actively seek to improve my service.



RARANGATE TIRA PARTNERSHIP

Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.



TAUWHIRO CARE

Delivering high quality **care** to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.