

## POSITION DESCRIPTION: MEDICAL ADMINISTRATOR/RECEPTIONIST

*THIS POSITION DESCRIPTION IS SUPPORTED BY A ROLE SPECIFIC WORK PROGRAMME*

<p><b>Background</b></p>	<p>THINK Hauora is a network that designs, delivers and supports primary health care services across Otaki, Horowhenua, Manawatu and Tararua. THINK Hauora has a strong focus on equity and a commitment to collaborating and partnering with others to improve outcomes for our communities.</p> <p>Horowhenua Community Practice (HCP) is an accredited primary health care general practice provider that is owned and operated by Central Primary Health Organisation (trading as THINK Hauora). It is a not for profit organisation that invests back into its community and care delivered.</p> <p>HCP offers a range of services to its enrolled population ranging from GP and Nurse Practitioner consultations, to immunisations, plastering, acute care and long term condition management. HCP is co-located within the Horowhenua Health Centre, which provides a number of support services, for example Medlab, X-Ray, Pharmacy, Star 4 Ward, Maternity, Community Mental Health and other MidCentral Health outpatient clinics</p> <p>This position description (PD) captures the expected functions of the position and is refreshed annually. The PD is supported by an annual work programme.</p>	
<p><b>Primary Functions</b></p>	<p>HCP Medical Administrator/Receptionist will work for THINK Hauora and its stakeholders to develop and utilise information to meet current and future strategic aims.</p> <p>The Medical Administrator/Receptionist is a pivotal person in the medical centre environment, as they can be the first point of contact with customers and visitors. They also co-ordinate the services and have a major role to play in prioritising work flows and managing patient expectations. Therefore, he/she provides services, assists and communicates with staff accordingly.</p> <p>Customers 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” is our philosophy. The internal focus is liaison with staff and communication of patient expectations, needs and any other issues that require attention.</p>	
<p><b>Reports to</b></p>	<p>Practice Manager</p>	
<p><b>Direct reports</b></p>	<p><i>Nil</i></p>	
<p><b>Functional Relationships</b></p>	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Practice Manager</li> <li>• Reception and administration staff</li> <li>• Nurses</li> <li>• Doctors</li> <li>• PHO providers</li> <li>• Wider THINK Hauora</li> </ul>	<p><b>External</b></p> <ul style="list-style-type: none"> <li>• Customers and their families</li> <li>• Visitors</li> <li>• Other health professionals</li> <li>• MidCentral DHB Staff</li> <li>• Spotless Staff</li> <li>• Community</li> <li>• Other Organisations</li> </ul>
<p><b>Primary Location</b></p>	<p>Primarily based in the offices of Horowhenua Community Practice, Horowhenua Health Centre, 62 Liverpool Street, Levin or any other PHO facility by mutual agreement.</p>	

<b>Salary Range</b>	Based on skills and experience
<b>Nature of Position</b>	Permanent, full time position.
<b>Hours</b>	Forty (40) hours per week (1.0 FTE), Monday to Friday
<b>Status as described in the Children’s Act 2014</b>	In line with the Vulnerable Children Act 2014 and our service agreement with MidCentral DHB, this position has been identified as a <b>Core Worker</b> position.
<b>Health and Safety</b>	<p>All staff and governance at THINK Hauora participate in health and safety management practices, ensure that work is done in a safe environment, reports and works to eliminate, isolate or minimise any hazards, and applies THINK Hauora’s health and safety policies and procedures.</p> <p>Staff must act to ensure that THINK Hauora complies with its responsibilities under the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation. Be able to demonstrate actions in an emergency situation that are specific to the workplace and are designed to keep individuals safe.</p>

<b>ORGANISATIONAL VISION, MISSION and VALUES</b>	
<b>Our Vision</b>	<b>Tūhonotia te hapori ki te Ora – Connecting Communities for Wellbeing</b>
<b>Our Strategic Aims</b>	<p><b>Whānau Ora:</b> Developing a Whānau Ora approach to accelerate and ensure equity of Māori health outcomes</p> <p><b>Equity:</b> Driving equity of outcomes through people, community voice and data</p> <p><b>Access:</b> Ensuring access to health care is easy, available, cross-sectors</p> <p><b>Value:</b> Creating value through teams, technology and performance</p> <p><b>Innovation:</b> Activating innovation, engagement and delivery of excellence</p> <p><b>Networking:</b> Enabling networking and relationships to achieve partnerships</p> <p><b>Growth:</b> Driving sustainability through system and alignment focus</p>
<b>Our Values</b>	<p><b>Trust:</b> Maintaining open and honest relationships</p> <p><b>Respect:</b> Embracing diversity, uniqueness and ideas</p> <p><b>Unity:</b> Valuing strengths and skills</p> <p><b>Accountability:</b> Working in a transparent and responsible manner</p> <p><b>Courage:</b> Participating with confidence and enjoyment</p>
<b>Equity</b>	THINK Hauora is committed to improving access to services and achieving equity of health outcomes across communities. We provide support and guidance to the wider workforce to do the same. THINK Hauora believes in equity and requires staff to “stop, look, listen and think” about how they can design, develop and deliver services that create and maintain equitable environments to effect change and ensure that whānau flourish.
<b>Commitment to Te Tiriti o Waitangi:</b>	We are committed to Te Tiriti o Waitangi (The Treaty of Waitangi), recognising and respecting the principles of Partnership, Protection and Participation, and the articles of Kawanatanga – governance and the relationship between Treaty Partners, Tino Rangatiratanga – the right to be self-determining in all areas, Oritetanga – authentic contributions that drive equitable access and outcomes and Te Ritenga – honouring the beliefs, values and aspirations of Māori.

	<ul style="list-style-type: none"> <li>• Implementing Te Tiriti o Waitangi articles and principles into the overall governance, planning and delivery of services.</li> <li>• Acknowledging Te Tiriti o Waitangi articles and principles that underpin our strategy.</li> <li>• Being responsive to Māori interests and ensuring these are protected.</li> </ul>
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<b>KEY RESPONSIBILITIES</b>	
<b>Key Competency</b>	<b>Activity/Expectations</b>
<b>Reception Management / Registrations</b>	
<b>Receive and welcome</b>	<ul style="list-style-type: none"> <li>• All visitors are received promptly and courteously</li> </ul>
<b>Arrival</b>	<ul style="list-style-type: none"> <li>• All customers are indicated as 'arrived' in the PMS system</li> </ul>
<b>Message taking</b>	<ul style="list-style-type: none"> <li>• Messages are recorded accurately within the PMS system under contacts or tasks</li> </ul>
<b>Appointments</b>	<ul style="list-style-type: none"> <li>• Patient appointments are accurate and made according to guidelines</li> </ul>
<b>Communication and liaison</b>	<ul style="list-style-type: none"> <li>• Enquiries from customers, visitors and others are dealt with courteously and as quickly as possible</li> <li>• No clinical information is to be given or asked. All medical questions are to be passed to the Duty Nurse or message taken for the Nurse to return the call</li> <li>• Ensure that work is done in a safe environment.</li> <li>• Apply the organisation's health and safety policies and procedures</li> </ul>
<b>Patient registration</b>	<ul style="list-style-type: none"> <li>• New customers who wish to register with the practice are registered and then enrolled with the PHO in accordance with the guidelines</li> <li>• Patient notes are requested from previous provider</li> <li>• Patient file is made up and put in the filing system</li> <li>• Patient details are entered into the PMSsystem</li> </ul>
<b>Patient details are updated</b>	<ul style="list-style-type: none"> <li>• Patient details are maintained and checked on a regular basis. This includes workplace, mobile numbers, NOK and CSC numbers etc.</li> </ul>
<b>Patient transfers</b>	<ul style="list-style-type: none"> <li>• Following the appropriate guidelines, customers transferring out of the practice will have their medical notes sent to their new provider within 5 days</li> </ul>
<b>Office</b>	
<b>Answering telephone</b>	<ul style="list-style-type: none"> <li>• Answers all incoming telephone calls and forwards them to the appropriate person</li> <li>• Arranges appointments for customers to see the Acute Nurse</li> <li>• All calls are answered within 6 rings. If unable to answer all calls, messages must be checked and distributed in a timely manner</li> </ul>
<b>Filing</b>	<ul style="list-style-type: none"> <li>• Patient filing is accurately completed within 24 hours of being put in filing tray</li> <li>• Patient files are kept in the appropriate order, categorized and in chronological order</li> </ul>
<b>Incoming mail</b>	<ul style="list-style-type: none"> <li>• All incoming mail and faxes are dated and processed as they arrive</li> </ul>

<b>Outgoing mail</b>	<ul style="list-style-type: none"> <li>All outgoing mail is correctly addressed, stamped and put in mail bag for postage</li> </ul>
<b>Document scanning</b>	<ul style="list-style-type: none"> <li>Provides back fill to the scanning role as requested and when required by the Administration Lead. Documents are scanned within 24 hours of being put in the scanning basket and then filed into the appropriate Doctors/Nurse inbox</li> </ul>
<b>Stationery &amp; Kitchen supplies</b>	<ul style="list-style-type: none"> <li>Stock levels of stationery and kitchen supplies are kept at an adequate level. Advise the person responsible when stock is low so it can be maintained</li> </ul>
<b>Debtor Management</b>	
<b>Statements</b>	<ul style="list-style-type: none"> <li>All statements are sent out by the 5th working day of the month</li> </ul>
<b>Account Queries</b>	<ul style="list-style-type: none"> <li>All account queries are dealt with in a timely and fair manner for both parties</li> </ul>
<b>Creditor Management</b>	
<b>Invoices</b>	<ul style="list-style-type: none"> <li>On receipt of supplier invoice – verify with packing slip</li> </ul>
<b>Accounting</b>	
<b>Daily banking</b>	<ul style="list-style-type: none"> <li>Balance / reconcile daily banking in accordance with practice guidelines</li> <li>Discrepancies are reported to Practice Manager and investigated</li> </ul>
<b>Invoicing / Claiming</b>	<ul style="list-style-type: none"> <li>Ensure all patient services undertaken are charged out in accordance with appropriate protocols</li> <li>Appropriate procedures are followed when claiming subsidies from any funding agency including THINK Hauora</li> <li>Customers are expected to pay on the day of consultation</li> </ul>
<b>Payments are receipted</b>	<ul style="list-style-type: none"> <li>All payments are processed and receipted in accordance with guidelines</li> </ul>
<b>Balancing</b>	<ul style="list-style-type: none"> <li>Banking is reconciled at the end of every shift and any discrepancies accounted for in accordance with guidelines</li> </ul>
<b>Subsidy schedules</b>	<ul style="list-style-type: none"> <li>All eligible patient subsidies are accurately entered and claimed (may also include claims processing)</li> </ul>
<b>Privacy and Security</b>	
<b>Patient confidentiality</b>	<ul style="list-style-type: none"> <li>Patient confidentiality is maintained at all times. 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 details are not to be discussed – the exception to this is where it is in relation to a particular request or task required</li> <li>Ensure that any non-staff are kept out of the reception and nurse station areas</li> </ul>
<b>Personal security</b>	<ul style="list-style-type: none"> <li>Money should be counted away from the front desk and out of sight of customers or visitors</li> <li>The practice provides swipe card access for staff</li> <li>On occasions if working alone After Hours then the main door to HCP must be locked</li> </ul>

<b>Training and Development</b>	
<b>Training needs</b>	<ul style="list-style-type: none"> <li>• Training needs will be assessed on a regular basis, and staff will be required to attend internal and external training seminars and courses accordingly. This may include CPR updates</li> </ul>
<b>Meetings</b>	<ul style="list-style-type: none"> <li>• Attendance is expected at all staff meetings and team meetings</li> </ul>
<b>Waiting Room</b>	
<b>Customers are informed</b>	<ul style="list-style-type: none"> <li>• Customers are informed as to any delays occurring</li> </ul>
<b>Waiting room monitored</b>	<ul style="list-style-type: none"> <li>• Waiting room is monitored to ensure all customers have been arrived and that there are no problems</li> <li>• Customers who seem very ill or upset are to be taken to a nurse's room for privacy, and the nurse alerted</li> </ul>
<b>Kept clean and tidy</b>	<ul style="list-style-type: none"> <li>• Waiting room and children's play area is kept clean and tidy. Magazines to be kept tidy and ensure not ripped or dated. Black chairs to be wiped weekly. Work station to be kept clean and telephones, keyboard etc to be cleaned weekly as per infection control policy</li> </ul>
<b>Other</b>	
<b>Preparation of Reception and Other Areas</b>	<ul style="list-style-type: none"> <li>• Ensure the reception area is tidy and patient information is not visible to patients and visitors</li> <li>• At the start of each day settle Eftpos transactions</li> <li>• Switch on all computers for reception</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>• The Medical Administrator/Receptionist will be asked from time to time, to perform other tasks to maintain the smooth and effective service of the practice</li> </ul>
<b>Compliance</b>	
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Ensure that work is done in a safe environment</li> <li>• Report and work to eliminate, isolate or minimise any hazards</li> <li>• Participate in health and safety management practices for all employees</li> <li>• Apply the organisation's health and safety policies and procedures. The organisation complies with its responsibilities under the Health and Safety at Work Act and any subsequent amendments or replacements legislation</li> </ul>
<b>Privacy Act</b>	<ul style="list-style-type: none"> <li>• Total confidentiality and privacy of patients is maintained</li> <li>• Management of patient information is according to the HCP Privacy Policy</li> </ul>
<b>Policies &amp; Procedures</b>	<ul style="list-style-type: none"> <li>• Fully comply with HCP policies and procedures</li> <li>• Participate in development and review of policies and procedures</li> </ul>
<b>PERSONAL SPECIFICATIONS</b>	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Completed Office Administration, Customer Service Certificate and/or MS Office Suite qualification to an intermediate/advanced level</li> </ul>

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Understands the relevance and impact of culturally appropriate service provision and how culture influences behaviour both internal and external to the organisation</li> <li>• Experience of developing and implementing culturally responsive strategies across all levels of the organisation.</li> <li>• Experience of working with diverse populations</li> <li>• Attention to detail</li> <li>• Customer service focussed</li> <li>• Solution focussed</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• General Practice Team experience</li> </ul>

**Note:**  
The foregoing paragraphs are intended to describe the duties that the appointee will be expected to undertake in this position; however, the outlined key tasks should not be regarded as a complete and exhaustive list and does not prevent the addition, alteration or deletion of duties from time to time in accordance with the needs of HCP

HCP is a service provider and as such staff members are required to have a flexible approach to the work they are requested to undertake (within their professional/legal scope/boundaries) to ensure client needs are met and best practice customer service is upheld at all times and to contribute to the success of HCP

**EMPLOYEE ACCEPTANCE**

This Position Description has been agreed between:

\_\_\_\_\_

Management Representative (print then sign)

\_\_\_\_\_

Date:

and

\_\_\_\_\_

Employee (print then sign)

\_\_\_\_\_

Date: