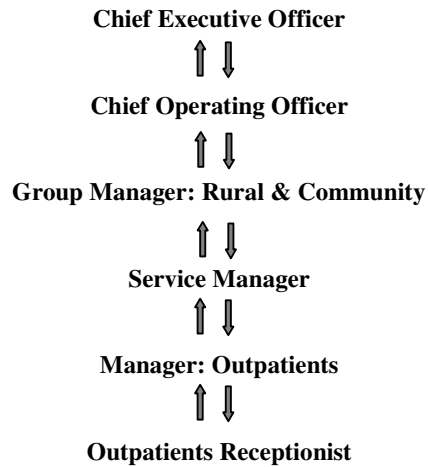


Position Description

Position Title: Outpatients Receptionist
Responsible to: Outpatients Department: Manager
Prepared/Reviewed: February 2010

Place in Organisation



Position Holder's Name : _____

Position Holder's Signature : _____

Manager's Name : _____

Manager's Signature : _____

Date : _____

Purpose of the Position

- To provide an efficient Reception Service for the Outpatients Department at Thames Hospital.

Nature & Scope of Responsibilities

Reception/Telephone

<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> ○ To provide customer focused reception and telephone service for the Outpatients Department. 	<ul style="list-style-type: none"> ○ All enquiries and visitors received courteously and with sensitivity and assisted promptly. • Enquiries relating to patients are referred to a health professional. • Ensure all telephone calls are answered politely, responsively and accurate details of information recorded • Messages are recorded accurately and delivered appropriately. • Patients are directed to the appropriate waiting area. • Ensures an overview of the waiting room is maintained and that patients/relatives needs are addressed. • Maintains confidentiality at all times. • Patients are directed to the appropriate waiting areas. • All correspondence is despatched to mail room as required. • Necessary computer entry for User Pays is actioned, hospital service card is completed accurately and an invoice is generated where necessary. • Patients are directed to the Cashiers Office to pay their account.

Administration Support

<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> ○ To provide administrative support and an accurate filing system 	<ul style="list-style-type: none"> ○ All administration activities are carried out promptly, effectively and efficiently at all times. ○ Photocopying is completed within required timeframes. ○ Confidentiality is strictly maintained. ○ Stationery supplies are monitored and replenished to agreed levels. ○ Filing is completed as required ○ Ensures envelopes are franked as required. • Ensures Medical Records tracking system is used effectively.

Clinical Appointments	
<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> ○ To maintain efficient service in clinic appointments 	<ul style="list-style-type: none"> ○ Clinic appointments with Specialists are arranged with the least possible delay, according to the set up requirements. ○ Clinics are cancelled and rescheduled as requested. ○ Consultants are liaised with regarding additional clinics. ○ Referrals are sent to the relevant consultant and are graded to relevant urgency and appropriate patient appointments are made and notification sent to patients. ○ Clinic appointment sheets are sent to medical records so that patient records are available for each clinic. ○ Reception and nursing calendars are checked one week prior to clinic to ensure compatibility. ○ Procedures documents in the Procedures – Outpatients Reception notes are adhered to.

Health & Safety	
<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> ○ To participate in and comply with the requirements of the Health & Safety in Employment Act 1992 and associated Waikato DHB policies 	<ul style="list-style-type: none"> ○ Work practices ensure safety for self and others ○ Advice or assistance is sought before commencing an unfamiliar work practice ○ Hazards are identified, control plans documented, and hazards eliminated, isolated or minimised ○ Complies with Waikato DHB incident reporting policy ○ Emergency management procedures and compulsory / compliance education and training up to date

Risk Minimisation	
<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> ○ To actively contribute to risk management activities within the service 	<ul style="list-style-type: none"> ○ Contributes to the service's risk management activities by: <ul style="list-style-type: none"> ⌘ Identifying risks ⌘ Notifying the manager of these ⌘ Participating in the service's risk minimisation activities ⌘ Complying with legislation and Waikato

Risk Minimisation	
<i>Accountabilities</i>	<i>Performance Measures</i>
	DHB policies, procedures, protocols and guidelines & Participating in audits

Continuous Quality Improvement	
<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> ○ To actively contribute to Continuous Quality Improvement activities within the service 	<ul style="list-style-type: none"> ○ Contributes to the service's Continuous Quality Improvement by : <ul style="list-style-type: none"> & Identifying improvement opportunities & Notifying the manager of these & Participating in the service's quality improvement activities & Providing good customer service & Complying with standards & Being responsive to customer requests or complaints & Working to improve quality of service and customer satisfaction

Team Member	
<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> ○ Individual responsibilities, actions and contributions enhance the success of the area/service/team and division ○ Te Tiriti o Waitangi (Treaty of Waitangi) ○ 	<ul style="list-style-type: none"> ○ Maintains a current knowledge of relevant issues, trends and practices ○ Behaviour demonstrates cultural appropriateness and sensitivity ○ Builds and maintains productive working relationships ○ Participates as a member of designated group(s) ○ Values individual effort, innovation and creativity ○ Contributes to the service, division and organisation ○ Work practices are consistent with The Toward Māori Health Gain: Organisational Framework, and demonstrate: <ul style="list-style-type: none"> & Partnership and shared decision making with Māori & Participation and consultation with Māori & Protection of Māori needs, values and beliefs ○ Demonstrates an understanding in health of barriers and disparities that affect Māori ○

Personal & Professional Development	
<i>Accountabilities</i>	<i>Performance Measures</i>
<ul style="list-style-type: none"> ○ Assumes responsibility for personal and professional / work education and development 	<ul style="list-style-type: none"> ○ Maintains and/or extends knowledge and skill base required for effective performance ○ Identifies any learning needs ○ Negotiates with management to attend appropriate education and training ○ Participates in own performance review annually.
<ul style="list-style-type: none"> ○ Perform such other duties as reasonably required by the manager in accordance with the conditions of the position 	<ul style="list-style-type: none"> ○ All other additional duties are performed in an efficient manner, to the required standard and within a negotiated timeframe.
Problem Complexity	

- Required to analyse situations/information and exercise good judgement in the actions required in response to information or requests received.
- Problems will generally be of a routine nature. In circumstances where the incumbent is faced with a problem beyond his/her scope, their Manager should be consulted for assistance.

Scope for Action

- Make decisions on routine enquiries and prioritise daily work to meet work demand.

Relationships

Internal : ○ Consultants/Visiting Specialists/Nursing Staff/Heads of Departments

External : ○ Clients

Person Specifications

Credentials/Qualifications/Training

- Essential :**
- Competency in English Language
 - Computer competency in – Microsoft word 97, Microsoft Excel 97, Microsoft power point 97.
- Desirable :**
- English 6th form Certificate, Tertiary Qualification in Office Technology, Business Administration or in a similar field.

Experience

- Essential :**
- Typing/Word processing experience
 - Customer services and/or office administrative experience
 - Previous experience as a Receptionist and/or previous experience in the health sector.

Competencies (Knowledge, Skills & Attributes)

- Good knowledge of office procedures
- Computer literacy
- Effective written and oral communication skills
- Awareness/understanding of cultural needs & culturally appropriate services.
- Ability to use a Dictaphone
- Ability to develop and maintain databases
- Ability to analyse and make judgements on appropriate action
- Ability to relate effectively to personnel at all levels in an organisation
- Ability to function in a flexible team environment
- An organised methodical approach to work
- A willingness to want to learn and meet new challenges
- Self Motivation
- Positive, friendly attitude
- A high level of initiative
- Absolute discretion and confidentiality is essential
- Reliability and dependability
- Customer focussed

Scope of Practice

- The Scope of Practice is defined but not limited to the following Professional/Clinical, Organisational and National documentation, legislation and regulations
 - ↳ WDH B Policies and Procedures and other relevant documentation
 - ↳ WDH B Credentialling Process and Policy

Physical Requirements

- **The following denote the key physical requirements for the job**
 - ↳ Standing
 - ↳ Walking
 - ↳ Sitting
 - ↳ Stairs
 - ↳ Simple grasping (*handling, seizing, holding, grasping*)
 - ↳ Fine Manipulation (*eg keyboarding, cutting, using fingers*)
 - ↳ Operating Machinery/Equipment
 - ↳ Lifting/bending (*floor to bench to floor*)
 - ↳ Other Reaching (*eg reaching across*)