



Position Description – Kawerau Clinic Receptionist

Tūhoe – Te Uru Taumatua Values

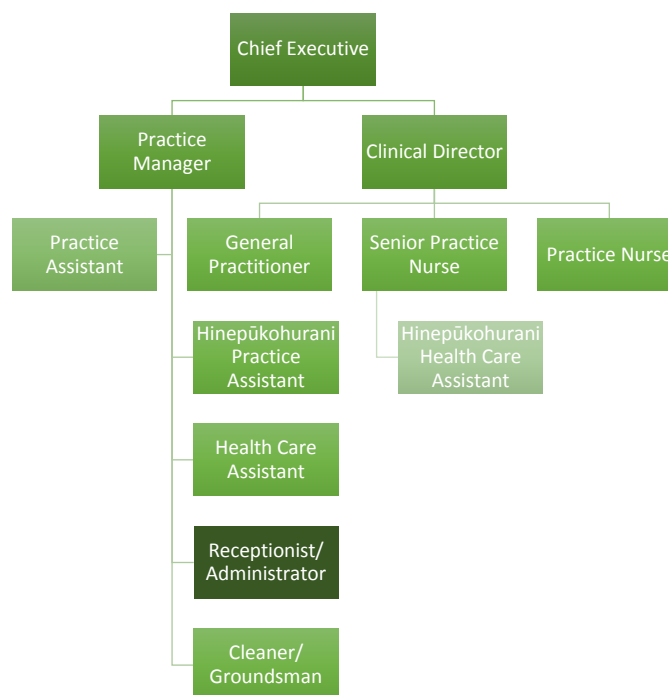
Mana motuhake is our way to secure the permanence of Tūhoetana in the lives of current and future generations of Tūhoe. Seemingly, our COVID-19 experience served up greater surety on this approach. Our need then is to enable lifestyles that naturally live these virtues in our behaviours, our aspirations, our practices and our priorities. These beliefs that come from our legacy and kinship to all living things, the mutual respect we owe each to the other including the world around us. This is our context for raising responsible, resilient whānau, hapū and whārua.

Working for Tūhoe – Te Uru Taumatua

Working for Tūhoe - Te Uru Taumatua comes with a duty to bring to life the achievement of Tūhoe-Tribal goals including the standards of discipline and excellence needed to usher in the next generation of Tūhoe. As the office of the Iwi we are of course not the Iwi, we are not hapū, but we exist to serve the strengthening needs of hapū and Tribal leadership responsibility. Evenly and at all times, we serve a trinity of aims; the growth and development needs of our Tūhoe Tribal communities; the need to perpetuate a honourable past and legacy; and positioning well for the unborn future generations of Tūhoe. As such we are a kinship organisation, a culture, communities – a whakapapa; we are not a corporate entity.

About this role

This role is an integral part of the Kawerau Medical Centre Team and reports directly to the Practice Manager. This position is the first point of contact people will have to services we offer within our Centre. This role has responsibility for the delivery of effective administrative support services and activities within the Kawerau Medical Centre.



KEY AREAS

Clinic Reception Expected Standard

Delivery of clinic reception duties:

- Ensure all patients, manuhiri and staff are received with a warm welcome and treated with manaakitanga at all times.
- Carry out all clinic reception duties according to approved standards, processes and procedures including Banking, Mail collection and delivery, scanning etc.
- Ensure patient's records are systematically filed, updated and securely locked.
- Ensure the telephone calls are answered promptly and professionally at all times.
- Ensure that all voicemail messages are cleared in a timely manner throughout the day.
- Ensure all messages are delivered to the appropriate staff member.
- Ensure the clinic is cleaned and safe to commence operations and maintained throughout the day.
- Stationery and other clinic supplies are readily available on site when needed.
- Coordinate and display ongoing health promotions each month as and when required.
- Participate in organization promotions when requested.
- Coordinate as required clinics hosted by Kawerau Medical Centre

Banking Expected Standard

Coordination of effective fiscal duties through:

- Collation of banking, match and prepare for depositing into bank account.
- Preview invoices generated using the daybook on a daily basis.
- Ensure all exceptions are cleared at the end of the day and recorded.
- Follow up with all patients who have outstanding accounts and arrange automatic payments.
- Monitor the amount of charges allocated to patient accounts and ensure outstanding accounts do not exceed 30 days.
- Ensure all patient services are charged in accordance with appropriate protocols.
- Petty cash balanced at month end and topped up ready to start the new month.

Database Maintenance Expected Standard

- Ensure patients appointments are booked according to process, including Walk-in's.
- Ensure all patient registration entries are accurate and correct.
- Maintain patient register at high standards.

<ul style="list-style-type: none"> • Ensure any alerts in Dashboard for patients upon arrival are followed up and amended accordingly. • Follow up with patients at every opportunity ensuring contact details and addresses remain current. • Issues with Medtech32 and database maintenance are logged immediately with the Practice Manager.
Monthly Reporting Expected Standard
<ul style="list-style-type: none"> • Provide a monthly report to the Practice Manager on agreed dates ensuring accuracy at all times.
Hui and Training Expected Standard
<ul style="list-style-type: none"> • Attend all compulsory Hui and training set out by the Practice Manager. • Provide clear and concise Medtech32 database training and support as and when required for new team members.
Quality Business Processes Expected Standard
<ul style="list-style-type: none"> • Ensure adherence and application to organisational standards of excellence and policies. • Contribute to the development of policies and knowledge sharing as a team when required. • Establish and maintain a comprehensive desk top manual detailing all processes and procedures. • Participate as required when subject to external/internal audit processes. • Ensure all incidents are documented and reported appropriately and that the necessary forms are filled in. • Maintain effective and professional communication with other health professionals and relevant organizations.

Person Specification

Supervision Expected Standard	
Supervision	<ul style="list-style-type: none"> • Engage in regular supervision as required by the Practice Manager.
Personal & Professional Development	<ul style="list-style-type: none"> • Review, evaluate and set personal performance objectives and take responsibility for own personal development.
Compliance Expected Standard	
Privacy Act	Ensure confidentiality and privacy of patients is maintained.
Health & Safety	<ul style="list-style-type: none"> • Comply with established health and safety policies and standards. • Ensure own safety and that of staff and patients and comply with established health and safety policies and standards. • Ensure health and safety issues are raised with the Practice Manager in a timely and effective manner.
Business improvement	Participate and contribute to activities that seek to improve business operations.
Team Participation	Participate in all team activities and programmes.
Other Duties	Hours of work are set out in the Employment Agreement however there may be times when you are required to undertake other duties outside of these hours as requested. This may involve attendance at meetings, staff meetings or training workshops.

	Essential	Desirable
Qualifications and Work Experience	<ul style="list-style-type: none"> • Clinical Reception experience • Administration • Customer Service • Fluency in Tuhoe dialect 	<ul style="list-style-type: none"> • Business Administration
Technical Competencies and Systems	<ul style="list-style-type: none"> • Proven knowledge of MedTech 32 Database • Advanced knowledge of using Microsoft applications (Word, Office, Outlook). 	
Personal attributes	<ul style="list-style-type: none"> • Warm and welcoming • Flexible in approach • Professional manner and well organized • Excellent oral and written communication skills • Excellent time management skills 	<ul style="list-style-type: none"> • Sense of humor • Enthusiastic and impressionable • Warm and empathic
Chief Executive Name:		
Signature:		
Date:		
Clinic Receptionist Name:		
Signature:		
Date:		