

POSITION DESCRIPTION

Position	Medical Receptionist/Office Support	
Service	Te Waipuna Health	
Hours of work	20 hours per week	
Reporting to:	Kaihautū Te Waipuna	
Staff responsibility:	Peer support to other reception and practice staff	
Job purpose	This role is key to our service delivery and will provide a welcoming face for our practice, excellent customer service and care to our clients and their whānau. This position will also provide office/administration support.	
Accepted by: <<NAME>>	Employee:	Date:

Background

Te Oranganui is an Iwi governed Health and Social Service Organisation. Established in 1993, Te Oranganui has eight service lines and covers the iwi boundaries of Ngāti Apa/Ngā Wairiki, Te Ātihaunui a Pāpārangi and Ngā Rauru Kītahi. The eight services are;

Te Waipuna:	Primary Health & Medical
Te Taihāhā:	Disability Support Service
Waiora Hinengaro:	Vocations, Mental Health and Addictions
Toiora Whānau:	Whānau and Community
Puawai Whānau:	Tamariki Services
Waiora Whānau:	Healthy Families
Whakahaumanu Mana Tāne:	Clinical Services Corrections
Te Taituarā:	Business Unit

Vision

Korowaitia te puna waiora, hei oranga motuhake mō te iwi

Mission statement

To empower whānau into their future

Values

<i>Tika</i>	Excellence in how we do things
<i>Whānau</i>	At the centre of everything we do
<i>Pono</i>	Act with honesty and integrity
<i>Mahitahi</i>	Committed to working together for the betterment of our Whānau, Hapū, Iwi and communities

Key Results Area 1: Ensure service is provided to our clients in a professional and friendly manner:

Tasks:

- Ensuring that excellent customer service is provided during all phone and face-to-face contacts with clients, visitors, other staff and external personnel;
- Ensuring appointments and payments for services are managed accurately;
- Understanding and using practice manuals relating to clerical and operational matters;
- Effectively working with clients to ensure outstanding accounts are paid in a timely manner;
- Responding to client concerns or complaints by recording these or referring to the Kaihautū in accordance with Te Oranganui policy;
- Ensuring your reception services are provided in accordance with the Code of Health and Disability Services consumers Rights 1996 and Privacy Act 2020;
- Representing Te Oranganui at all times in a positive and proactive manner.

Key Results Area 2: Ensure administration duties are carried out to a high standard

Tasks:

- Contributing to the effective maintenance and management of the WRHN Client Register
- Performing typing, scanning and filing duties accurately;
- Ensuring accurate reconciliation and banking of cash received;
- Providing administration support to the service and administration team;
- Understanding and using the correct procedures for inputting client demographic information;
- Processing enrolment forms, client information forms and transferring information to or from other practices as required;
- Ensuring incoming and outgoing mail is processed promptly and accurately;
- Accurately completing any other administration duty as required.
- Purchasing goods/supplies as requested

Key Results Area 3: Provide a safe environment for clients, visitors and other staff

Tasks:

- Taking responsibility for your own personal health and safety and ensuring that your work practices do not provide a hazard or harm to others
- Understanding and promoting emergency procedures such as fire and earthquake response and evacuation in accordance with statutory requirements
- Accurately reporting all events, accidents and incidents including near misses and also participating in prevention strategies
- Ensuring that the practice is opened and closed in a manner that maintains your security and that of the premises.

Key Results Area 4: Managing all clerical resources in an effective and cost efficient manner

Tasks:

- Ensuring all office equipment is used correctly and notifying the right people of any faults or problems;
- Providing problem solving as needed in regard to computer systems, fax machines, photocopiers and printers and EFTPOS machines;
- Ensuring that the clinic has adequate office supplies. Notifying the appropriate person if office supplies are low.

Key Results Area 5: Maximising the professional development of peers and self

Tasks:

- Participating in your regular performance appraisal and setting work and personal goals for the coming year
- Supporting new colleagues throughout their orientation and induction processes

- Attending education sessions provided for your ongoing development

Key Results Area 6: Promote, monitor and participate in all quality improvement activities

Tasks:

- Offering suggestions on how the quality of service can be improved
- Passing on feedback from clients or visitors to the appropriate people
- Participating in practice accreditation activities

General Provisions

- Actively participate in Te Oranganui kaupapa activities including attending hui, karakia, whakawhanaungatanga, waiata sessions etc;
- Uphold the principles of Whānau Ora – working across teams and functions; acknowledging the unique skills and abilities all kaimahi bring
- Ensure you maintain an accurate and up to date understanding of Te Oranganui policies and that you uphold these at all times;
- Ensure the health & safety of yourself as well as others in your working environment, upholding organisational health and safety policies and procedures at all times;
- Proactively promote Te Oranganui in a positive light in all activities
- Actively participate in ongoing professional development and in service training opportunities

The above statements are intended to describe the general nature and level of work being performed by the job holder. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the job holder. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed.

PERSON SPECIFICATION

Experience & Qualifications

- Medical Centre reception or other health related clerical work is an advantage

Essential skills

- Knowledge or willingness to learn the Med tech 32 Patient Management computer system
- A strong customer service ethic

Personal Attributes

- Commitment to Whānau, Hapū and Iwi
- A friendly “Can Do” attitude
- Ability to converse and understand Te Reo Māori me ona tikanga
- People person
- Ability and willingness to work positively as a member of a team

Physical Attributes – Administration/Management positions

- Occasional lifting up to 10 kg.
- Must be able to work in an office environment.
- Manual dexterity needed for keyboarding and other repetitive tasks.
- Sitting for extended periods of time
- Hearing and speech sufficient to communicate with others enabling direct and telephone communication
- Visual ability sufficient to read accurately, write/record in a legible manner and perform normal duties of this position.

Other requirements of this position

- Current clean, full NZ driver license
- Must be able to pass Te Oranganui’s worker safety checks