



TAIRAWHITI DISTRICT HEALTH

POSITION DESCRIPTION

TITLE: Preadmission Clinic Receptionist 0.8 FTE
HOURS OF WORK: 32 hours per week, Monday to Friday
DEPARTMENT: Theatre
GROUP: Surgical Clinical Care Group
REPORTS TO: Clinical Nurse Coordinator, Pre & Post Operative
DATE: November 2011

MISSION STATEMENT:

Mahia nga mahi i roto i te kotahitanga kia piki ake te oranga o Te Tairāwhiti
Working together to elevate the wellbeing of Tairāwhiti

VALUE STATEMENTS:

TDH has identified the following values that will be maintained in its roles of owner, funder and provider, operating as part of the state sector:

Wellbeing/Hauora pai rawa

Wellbeing extends beyond health care. The concept of wellbeing is a central value statement and the goal of all activities should be to promote and improve the wellbeing of the community. Wellbeing includes the concept of increasing participation of disabled people within society.

Partnership

Between Tairāwhiti Maori and the Board of TDH.

Integration

To ensure that health and disability services in Tairāwhiti are well co-ordinated and interact effectively, together and across sectorial boundaries, ensuring that gaps are eliminated and resources are well utilised.

Choice

Personal: To empower and enable people of Tairāwhiti to determine their overall wellbeing.

Collective: To encourage active community participation in determining the range of health and disability services available

Responsiveness - He tangata

Using the New Zealand Health, Disability, Maori, Primary Care Strategies and other sub-strategies as living documents, TDH will endeavour, through active community participation, to be responsive to identified local needs in those aspects of its operations. To be meaningful, community consultation should be participative, open and honest. There should be a common process of involving and informing people.

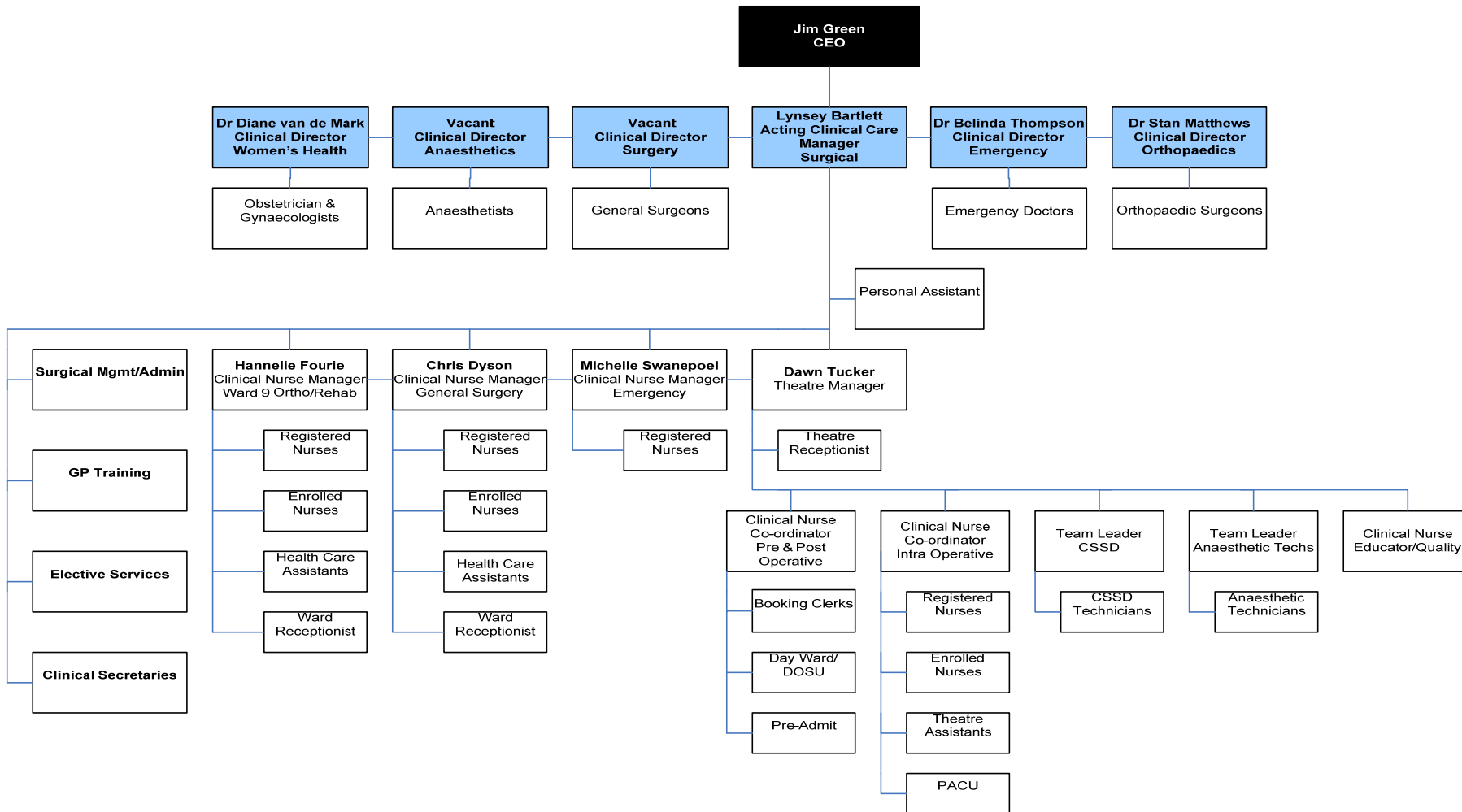
Financial Responsibility

To meet and exceed projected outputs within available financial resources.

POSITION FOCUS:

The Preadmission Clinic Receptionist will be responsible for developing and maintaining efficient office systems, coordinating all administrative tasks for clinics, completing general administration duties efficiently and supporting the administration needs of the team as well as maintaining a close working relationship with the Clinical Nurse Coordinator.

GROUP STRUCTURE:



DUTIES AND RESPONSIBILITIES:

Key Areas of Responsibility
<p>Pre-admit/Anaesthetic Clinic Reception</p> <p>All internal and external calls are answered in a courteous and professional manner</p> <p>Effectively manages the internal/external paging system</p> <p>Receives and accurately updates details/data of the Pre-admit/Anaesthetic Department attendances in iPMS</p> <p>Assembles clinic lists for daily throughput</p> <p>Makes follow up patient appointments as required</p> <p>Cancels and reschedules patient appointments when necessary</p> <p>Patients are notified of any appointment changes and cancellation sheet is completed accurately</p> <p>Ensures that all patients are notified prior or within 3 days of their appointments</p> <p>All clinics outcomes are completed daily on IPMS</p> <p>Procedures and processes for reception are carried out competently</p> <p>Will have allocated Delegated Financial Authority for all stock requisitions, to be done on a weekly basis</p> <p>Maintain adequate supply of photocopied material for the clinic</p> <p>Provide an instrumental link between Waikato Hospital booking clerks – booking pts/phoning pts/faxing pt data to booking clerks in Waikato Hospital</p> <p>Provide an instrumental role in the process of Anaesthetic clinic from receiving referral/booking/phoning/appointments/paperwork.</p> <p>Provide cover for the Booking Clerks and Theatre Receptionist as and when required</p>
<p>Patient Contact</p> <p>Meets, greets and directs patients to the correct departments</p> <p>Patients are given appropriate and correct information in a pleasant and polite manner with sensitivity, confidentiality and a professional attitude at all times</p> <p>Unwanted visitors are dealt with appropriately</p>
<p>Extra Case Notes</p> <p>Case Notes are available for all patients attending an appointment</p> <p>Correct Documents are filed in correct patients file</p> <p>Correct procedure for making up case notes are adhered to at all times</p> <p>Walk in patients from Outpatient's department that do not have case notes, will have a set made up in timely manner</p> <p>Ensures all patients notes are tracked in and out of clinic to appropriate departments</p>

ORGANISATIONAL DUTIES AND RESPONSIBILITIES:

Key Areas of Responsibility
Communication <ul style="list-style-type: none">• Demonstrates a knowledge of department and service roles and resources available• Obtains information accurately from others and acts upon it in a timely manner• Communicates information into everyday language that is clearly understood• Accurately analyses, interprets and evaluates information• Advocates clearly, prepares and presents an opinion well• Documentation and verbal interactions are professional, accurate and concise• Communicates effectively with members of staff, the public and other external organisations• Contributes to effective organisational communication
Quality <ul style="list-style-type: none">• Knows and adheres to general, departmental and operational policies and procedures• Keeps accurate, concise, up-to-date documentation and records• Knows and supports the goals of the organisation and the vision• Economically, safely and appropriately uses equipment and supplies• Contributes to the development of policies and procedures• Participates & leads Quality Improvement systems and practices• Knows, maintains and contributes to quality standards and improvement processes• Maintains a professional approach to work (includes dress and personal presentation)• Encourages and supports the culture of continuous quality improvement• Evaluates and reviews work processes and procedures• Staff are aware of their responsibilities for Risk Management and accreditation.
Cultural <ul style="list-style-type: none">• Demonstrates an awareness of own belief system and an understanding of the organisations commitment to cultural awareness• Demonstrates an understanding and commitment to the Treaty of Waitangi based on the principles of the Treaty• Maintains a culturally safe environment in terms of Maori, non-Maori and applies the application of Tikanga
Learning <ul style="list-style-type: none">• Realistically identifies and takes responsibility for personal training needs and seeks opportunities to build on ongoing professional learning
Customer Service <ul style="list-style-type: none">• Respects and maintains client confidentiality, rights and dignities at all times• Selects and uses the appropriate communication medium for information transfer• Responds in a timely and positive manner when dealing with all customers (internal and external), both in person and on the phone• Models a commitment to customer services and patient advocacy• Thinks quickly and responds appropriately "on feet" in unexpected or confrontational situations• Understanding and commitment to adherence with the Code of patient rights and responsibilities• Demonstrates responsibility for creating a customer service environment

ORGANISATIONAL DUTIES AND RESPONSIBILITIES:

Key Areas of Responsibility
Health and Safety <ul style="list-style-type: none">• Utilises resources eg., equipment, vehicles appropriately• Has a good knowledge of basic first aid and/or is aware of the location of the first aid kit• Correctly uses specialised equipment• Identifies and reports sources of potential harm and/or risk and contributes to maintaining a safe environment• Maintains knowledge, aware of and works within policies, procedures and delegated authority limits• Demonstrates awareness and knowledge of emergency procedures and equipment• Complete incident forms in a timely manner and if requested review incidents within given timeframes• Participates in health and safety training as required
Interpersonal <ul style="list-style-type: none">• Interpersonal communication is appropriate and acceptable at all times• Adapts to change in the workplace• Establishes rapport, gains trust and confidence with clients, colleagues and external organisations• Recognises and proactively manages stress in self and others• Maintains duties and responsibilities during pressure situations• Takes responsibility for efficiently managing conflict• Demonstrates initiative and is self directed
Leading & Coaching <ul style="list-style-type: none">• Contributes/participates assertively during change management processes• Able to perform self assessments and give/receive constructive feedback on performance• Contributes to departmental planning• Recognises and supports structured learning programmes that are offered throughout the organisation• Participates and understands the structure of management within the workplace and shows respect for all• Shows initiative and direction within the team while leading by example
Teamwork <ul style="list-style-type: none">• Supports, acknowledges and encourages team contribution• Contributes and supports the direction of the department, service and organisation• Actively contributes to the development of team members skills and experience



TAIRAWHITI DISTRICT HEALTH

PERSON SPECIFICATION

Skills, Knowledge, Abilities and Attributes

Essential

- Proven previous administration or reception experience.
- Effective oral, written and interpersonal communication skills
- Proven experience in providing excellent customer service skills
- Computer literate in all Windows based applications
- Accurate typing skills
- Ability to show initiative in reviewing systems with a view to improving them
- A high level of time management and personal work organisation skills
- Ability to work with minimum supervision
- Attention to detail
- Ability to remain calm under pressure
- Sensitivity and cultural awareness
- Understands the importance of confidentiality
- Proven knowledge of the Privacy Act, and the Health Information Privacy Code

Desirable

- Knowledge of medical terminology
- Knowledge of TDH systems and policies

Manager _____

Date ____/____/____

Employee _____

Date ____/____/____