

POSITION DESCRIPTION

Position title: Client Services Coordinator

Business area: Encompass Health

FTE: As per Conditions of Employment

Reports to: Business Manager

Our Vision	Leading cancer care in Aotearoa – we bring inspiration and innovation together to positively impact the lives of New Zealanders.
Our Mission	To be the client's choice for world class cancer care delivered by people with passion.
Our Values	<p>Excellence We deliver outstanding care to our clients with a focus on continuous improvement.</p> <p>Resilience We are flexible and responsive to the needs of our clients and our people.</p> <p>Collaboration We work in partnership with our clients, their whanau, and our staff.</p> <p>Integrity We act with authenticity and to the highest standard of performance and conduct.</p>

POSITION OBJECTIVE

To deliver an exceptional reception and administration service for the clients and colleagues of Encompass Health, providing a high standard of first impressions for all those interacting with Encompass Health.

FUNCTIONAL RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> Encompass Health team St George's Cancer Care colleagues St George's Hospital colleagues Cancer Society front of house and wider team Information Technology colleagues 	<ul style="list-style-type: none"> Cancer Society Te Whatu Ora General Practitioners Other Oncology related organisations Referrers Insurance companies

KEY AREAS OF ACCOUNTABILITY

Area of Accountability	Expected Results
Client service support	<ul style="list-style-type: none"> Provide a single point of entry introducing the client to the business. Welcoming clients to Encompass Health both virtually and in person. Appointments are accurately scheduled, coordinated, and clients/staff are notified. Provide client support services in timely and accurate manner. Answer client calls and address queries and concerns within assigned timelines. Work with therapists to manage and process referrals and registrations. Handle client escalations and provide corrective actions. Develop process improvements to improve response times and service quality. Develop a knowledge base of customer issues and resolutions. Ensure compliance with company policies and procedures. Set service goals to meet and exceed client expectations. Analyse and resolve service-related issues promptly. Oversee daily workflow to ensure timely deliveries. Manage phone calls and be responsive to client and stakeholder enquiries. Client payments are received and receipted. Ordering supplies as required in conjunction with Business Manager approval.
General admin duties	<ul style="list-style-type: none"> Scanning documents Processing mail Other duties as required
Interpersonal Relationships/Teamwork/ To ensure effective teamwork and contribute to the achievement of Encompass Health's vision and strategic plan To communicate effectively with clients, colleagues, other health professionals and the public.	<ul style="list-style-type: none"> Appreciates and respects the contribution of others within the team. Contributes positively to the goals of the team and the organisation. Communicates honestly and openly with other team members. Fosters co-operation across clinical and administrative groups. Models Encompass Health values.
Professional Development To maintain a high level of professional development	<ul style="list-style-type: none"> Undertakes responsibility for meeting all the mandatory requirements of the Professional body and the Organisation. Ensures staff performance and development is undertaken according to hospital policy and participates in an annual performance appraisal and the setting of performance objectives. Identifies own learning requirements/deficits and develops a plan in conjunction with your manager to redress these. Fosters an environment conducive to learning, enquiry and research.



Area of Accountability	Expected Results
Quality Improvement To maintain a high level of quality improvement	<ul style="list-style-type: none"> Participates actively in quality improvement activities. Initiates, participates in and evaluates audits and uses outcomes to improve service provision. Participates in other appropriate quality improvement activities as requested/required. Participates actively in the maintenance of the ACC Workplace Safety Management standards, Ministry of Health Certification and QHNZ Accreditation process status. Documents and reports accidents and incidents accurately in accordance with Hospital policy. Actively participates in quality assurance programmes and audits, to monitor and improve standards of care, completing requested documentation and audit activities within specified timeframes. Supports continuous quality improvement.
Organisational Culture To support a strong and positive image of Encompass Health within the community and with key internal and external stakeholders	<ul style="list-style-type: none"> Promotes harmonious working relationships within the department and with departmental "Users". Understands and promotes the concept of internal and external customers (e.g. clients, colleagues and clinicians) and the need for a "customer focus". Assists in facilitating positive inter-departmental relationships. Maintains confidentiality in respect to St George's operations, business, employees, clients and clients. Adheres to St George's policies and procedures.
Cultural understanding and commitment to Te Tiriti o Waitangi	<ul style="list-style-type: none"> Demonstrates an understanding of and commitment to our responsibilities of Te Tiriti o Waitangi. Respects diversity of cultural, this may include age, gender, sexuality, ethnicity, culture, disability, or beliefs.
Health & Safety To ensure a safe working environment	<ul style="list-style-type: none"> Complies with and supports all health and safety policies, guidelines, and initiatives. Ensures all incidents, injuries and near misses are reported reviewed and evaluated
Organisational effectiveness To contributes to the cost effectiveness and changing needs of the business	<ul style="list-style-type: none"> Sets appropriate priorities for workload. Looks for ways and means to actively and effectively promote cost effectiveness. Accurately completes cost accounting documents as appropriate.
Other duties To undertake other duties from time to time as requested by the practice manager	<ul style="list-style-type: none"> Performs such duties in a timely, accurate manner and in accordance with St George's Hospital/ Encompass Health policies and procedures.

QUALIFICATIONS, EXPERIENCE AND PERSONAL QUALITIES

	Essential	Desirable
Qualifications		
Experience & Knowledge	<ul style="list-style-type: none"> Highly skilled in task prioritisation and coordination Administration/reception experience. 	<ul style="list-style-type: none"> Oncology specific administrative work. Private health experience.
Personal Attributes	<ul style="list-style-type: none"> Proactive multitasking mindset. Excellent communication skills. Flexibility with hours and workload to meet the needs of the service. Empathy. Efficient and effective time management skills. 	