

Position Description: Receptionist

Business area: Any Reception or Ward area

FTE: As per Conditions of Employment

Reports to: Charge Nurse or Front of House Services Manager



Our Purpose

Our Mission :

Excellence in health care within a culture of caring

Our Vision :

To be an innovative centre of excellence, where people choose to receive health care and people love to work.

Our Values:

Four core values:

- Do the Right Thing
- Aim for Excellence
- Caring for All
- Work Better Together

Position Objective:

- To greet and assist patients, visitors and others to St George's Hospital
- To provide administrative support for the patient admission process.

Functional Relationships:

Internal:	External:
<ul style="list-style-type: none"> • Front of House Services Manager • Ward Services Manager • Receptionists • Charge Nurses • Bookings Coordinator • Theatre Manager • Theatre Services Manager • Nursing Coordinators • Department Heads • Clinical Records • All other St George's staff 	<ul style="list-style-type: none"> • Radiology • Clinicians and their staff • Patients and their whānau • Visitors • Contractors • Couriers • Taxis

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Key Areas of Accountability:

Area of Accountability	Expected Results
To provide reception support through the patient admission process	<ul style="list-style-type: none"> • Greets all patients, visitors, clinicians & staff with a positive and helpful attitude • Helps maintain workplace security by following relevant workplace procedures. • Handles all phone calls in a courteous and efficient manner. Directs calls to appropriate staff when necessary. Supplies information that is accurate and relevant. • Ensures patient admission details have been received and the form has been fully completed. Follows up on any patients where details have not been received. • Ensures the required information is provided to clinicians and in a timely manner. • Inputs patient data into patient management system accurately and in a timely manner to ensure all patient documentation is ready for the nursing staff. • Prepares the records for admission ensuring all relevant documentation is included and any relevant information from previous admissions is printed and filed in the record • Checks off all the following days admissions with the Booking & Theatre lists to ensure all records are prepared • Manages mail and parcels deliveries in a timely manner
To provide support to the finance team	<ul style="list-style-type: none"> • Processes EFTPOS, cash & cherub payment and receipting using Finance One. • Links with Bookings team to ensure correct Payer and Plan are entered against each admission episode in Trakcare.
Interpersonal Relationships/Leadership and Teamwork	<ul style="list-style-type: none"> • Develops and maintains strong relationships with all customers • Responds promptly and appropriately to clinician requests and seeks advice from clinical managers when appropriate • 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 St George's values.
Quality Improvement	<ul style="list-style-type: none"> • Participates actively in and supports quality improvement activities • Initiates, participates in and evaluates audits and uses outcomes to improve service provision. • Participates actively in Ministry of Health Certification process. • Documents and reports incidents accurately in accordance with hospital policy.
Professional Development	<ul style="list-style-type: none"> • Identifies own learning requirements and develops a plan in conjunction with manager to redress these. • Maintains own mandatory training updates • Participates actively in the performance review process.
Organisational Culture	<ul style="list-style-type: none"> • Fosters co-operation across the organisation. • Is customer focused, understands and promotes the concept of internal and external customers (i.e. patients, colleagues and clinicians). • Maintains confidentiality in respect to St George's operations, business, employees, clients and patients. • Adheres to St George's policies and procedures.



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Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Understands and has knowledge of the Te Tiriti o Waitangi and its implications for health. • Collaborates with colleagues regarding the integration of Te Tiriti principles in practice. • Displays a willingness to work positively with organisational strategies to improve outcomes for Māori.
Cultural Safety	<ul style="list-style-type: none"> • Promotes an awareness of cultural differences amongst staff and patients (e.g. beliefs, gender, sexual orientation or disability) and the impact that beliefs and values have on practice
Health & Safety	<ul style="list-style-type: none"> • Complies, as far as is reasonably able, with any reasonable instruction that is given to allow St George's to comply with legislated Health and Safety at Work requirements • Cooperates with any reasonable policy or procedure relating to health or safety at the workplace. • Ensures compliance with hospital security requirements and is vigilant in all matters of security. • Participates in Health and Safety training as required by St George's.
Organisational effectiveness	<ul style="list-style-type: none"> • Contributes to the cost effectiveness and changing needs of the hospital business • Looks for ways and means to actively and effectively promote cost effectiveness.
Other Duties	<ul style="list-style-type: none"> • Undertakes other duties as requested from time to time. • Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures.

Qualifications, Experience and Personal Qualities

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • NCEA 2 or equivalent 	
Experience & Knowledge	<ul style="list-style-type: none"> • Customer liaison and office administration experience. • Previous data entry experience 	<ul style="list-style-type: none"> • High level of computer skills
Personal Attributes	<ul style="list-style-type: none"> • Shows respect for people • Uses initiative • Is proactive and innovative • Is an effective communicator 	