

Position Description: Receptionist

Business area: Any Reception

FTE: As per Conditions of Employment

Reports to: Charge Nurse or Administration Teams Leader



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:
• Administration Teams Leader • Clinical Flow Services Manager • Ward Services Manager • Receptionists • Charge Nurses • Bookings Coordinator • Operating Theatre Services Manager • Cardiology Services Manager • Nursing Coordinators • Department Heads • Clinical Records • All other St George's colleagues	• 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	• Greets all patients, visitors, clinicians and colleagues 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 colleagues 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 colleagues • 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	• 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	• 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	• 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	• 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	• 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

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Area of Accountability	Expected Results
	Adheres to St George's policies and procedures
Te Tiriti o Waitangi	- Understands and has knowledge of the Te Tiriti o Waitangi - 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	Promotes an awareness of cultural differences amongst colleagues and patients (e.g. beliefs, gender, sexual orientation or disability) and the impact that beliefs and values have on practice
Health & Safety	- Actively demonstrates sound health and safety behaviours, complies with all health and safety policies, procedures, guidelines, instructions and safe work practices - Takes reasonable care for their own health & safety - Takes reasonable care that their actions or omissions do not adversely affect the health & safety of others at work - Participates in health and safety initiatives, consultation and continuous improvement activities - Promptly reports hazards, incidents, injuries and near misses through our H&S reporting tool
Organisational effectiveness	- 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	- 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	NCEA 2 or equivalent	
Experience & Knowledge	- Customer liaison and office administration experience. - Previous data entry experience	High level of computer skills
Personal Attributes	- Exemplary customer service focus - Shows respect for people - Is caring and friendly - Uses initiative - Is proactive and innovative - Is an effective communicator - Excellent time management, attention to detail, and ability to prioritise	