

## ***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:***

<b>Internal:</b>	<b>External:</b>
<ul style="list-style-type: none"> <li>• Administration Teams Leader</li> <li>• Clinical Flow Services Manager</li> <li>• Ward Services Manager</li> <li>• Receptionists</li> <li>• Charge Nurses</li> <li>• Bookings Coordinator</li> <li>• Operating Theatre Manager</li> <li>• Nursing Coordinators</li> <li>• Department Heads</li> <li>• Clinical Records</li> <li>• All other St George's colleagues</li> </ul>	<ul style="list-style-type: none"> <li>• Radiology</li> <li>• Clinicians and their staff</li> <li>• Patients and their whānau</li> <li>• Visitors</li> <li>• Contractors</li> <li>• Couriers</li> <li>• Taxis</li> </ul>

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### *Key Areas of Accountability:*

<b>Area of Accountability</b>	<b>Expected Results</b>
<b>To provide reception support through the patient admission process</b>	<ul style="list-style-type: none"> <li>• Greets all patients, visitors, clinicians and colleagues with a positive and helpful attitude</li> <li>• Helps maintain workplace security by following relevant workplace procedures.</li> <li>• Handles all phone calls in a courteous and efficient manner. Directs calls to appropriate colleagues when necessary. Supplies information that is accurate and relevant.</li> <li>• 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.</li> <li>• Ensures the required information is provided to clinicians and in a timely manner.</li> <li>• Inputs patient data into patient management system accurately and in a timely manner to ensure all patient documentation is ready for the nursing colleagues.</li> <li>• 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</li> <li>• Checks off all the following days admissions with the Booking &amp; Theatre lists to ensure all records are prepared</li> <li>• Manages mail and parcels deliveries in a timely manner</li> </ul>
<b>To provide support to the finance team</b>	<ul style="list-style-type: none"> <li>• Processes EFTPOS, cash &amp; cherub payment and receipting using Finance One.</li> <li>• Links with Bookings team to ensure correct Payer and Plan are entered against each admission episode in Trakcare.</li> </ul>
<b>Interpersonal Relationships/Leadership and Teamwork</b>	<ul style="list-style-type: none"> <li>• Develops and maintains strong relationships with all customers</li> <li>• Responds promptly and appropriately to clinician requests and seeks advice from clinical managers when appropriate</li> <li>• Appreciates and respects the contribution of others within the team.</li> <li>• Contributes positively to the goals of the team and the organisation.</li> <li>• Communicates honestly and openly with other team members.</li> <li>• Fosters co-operation across clinical and administrative groups.</li> <li>• Models St George's values.</li> </ul>
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Participates actively in and supports quality improvement activities</li> <li>• Initiates, participates in and evaluates audits and uses outcomes to improve service provision.</li> <li>• Participates actively in Ministry of Health Certification process.</li> <li>• Documents and reports incidents accurately in accordance with hospital policy.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Identifies own learning requirements and develops a plan in conjunction with manager to redress these.</li> <li>• Maintains own mandatory training updates</li> <li>• Participates actively in the performance review process.</li> </ul>
<b>Organisational Culture</b>	<ul style="list-style-type: none"> <li>• Fosters co-operation across the organisation.</li> <li>• Is customer focused, understands and promotes the concept of internal and external customers (i.e. patients, colleagues and clinicians).</li> <li>• Maintains confidentiality in respect to St George's operations, business, employees, clients and patients.</li> </ul>

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<b>Area of Accountability</b>	<b>Expected Results</b>
	<ul style="list-style-type: none"> <li>Adheres to St George's policies and procedures.</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>Understands and has knowledge of the Te Tiriti o Waitangi and its implications for health.</li> <li>Collaborates with colleagues regarding the integration of Te Tiriti principles in practice.</li> <li>Displays a willingness to work positively with organisational strategies to improve outcomes for Māori.</li> </ul>
<b>Cultural Safety</b>	<ul style="list-style-type: none"> <li>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</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>Complies with and supports all health and safety policies, guidelines, and initiatives.</li> <li>Ensures all incidents, injuries and near misses are reported reviewed and evaluated.</li> </ul>
<b>Organisational effectiveness</b>	<ul style="list-style-type: none"> <li>Contributes to the cost effectiveness and changing needs of the hospital business</li> <li>Looks for ways and means to actively and effectively promote cost effectiveness.</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>Undertakes other duties as requested from time to time.</li> <li>Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures.</li> </ul>

### ***Qualifications, Experience and Personal Qualities***

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>NCEA 2 or equivalent</li> </ul>	
<b>Experience &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>Customer liaison and office administration experience.</li> <li>Previous data entry experience</li> </ul>	<ul style="list-style-type: none"> <li>High level of computer skills</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>Exemplary customer service focus</li> <li>Shows respect for people</li> <li>Is caring and friendly</li> <li>Uses initiative</li> <li>Is proactive and innovative</li> <li>Is an effective communicator</li> <li>Excellent time management, attention to detail, and ability to prioritise</li> </ul>	