

## *Position Description: Receptionist*

Business area: Ward Services  
 FTE: As per Conditions of Employment  
 Reports to: Charge Nurse



<p style="text-align: center;"><b><i>Our Mission :</i></b></p> <p>Excellence in health care within a culture of caring</p>	<p style="text-align: center;"><b><i>Our Vision :</i></b></p> <p>To be an innovative centre of excellence, where people choose to receive health care and people love to work.</p>	<p style="text-align: center;"><b><i>Our Values:</i></b></p> <p>Four core values:</p> <ul style="list-style-type: none"> <li>○ Do the Right Thing</li> <li>○ Aim for Excellence</li> <li>○ Caring for All</li> <li>○ Work Better Together</li> </ul>
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***Position Objective:***

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

***Functional Relationships:***

<b>Internal:</b>	<b>External:</b>
<ul style="list-style-type: none"> <li>• Administrator 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>• Theatre Manager</li> <li>• Theatre Services Manager</li> <li>• Hospital Coordinators</li> <li>• Department Heads</li> <li>• Food services colleagues</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:*

Area of Accountability	Expected Results
<b>To provide reception support through the patient admission, inpatient and discharge 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 and information into patient management systems and medical records 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>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> <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> </ul>



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	<ul style="list-style-type: none"> <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, 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</li> <li>Cooperates with any reasonable policy or procedure relating to health or safety at the workplace.</li> <li>Ensures compliance with hospital security requirements and is vigilant in all matters of security.</li> <li>Participates in Health and Safety training as required by St George's.</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*

	Essential	Desirable
<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>	