

ED RECEPTIONIST-HĀWERA HOSPITAL

1. PURPOSE OF POSITION

This position is responsible for providing all Emergency Department administrative and clerical services to the wider ED Team.

2. ORGANISATIONAL VALUES

Te Whatu Ora Taranaki our mission (Te Kaupapa) is improving, promoting, protecting and caring for the health and well-being of the people of Taranaki. Te Whatu Ora Taranaki values define who we are as an organisation, the way we work with each other, our patients, whanau and external partners. Te Whatu Ora Taranaki values are:

Partnerships	WHANAUNGATANGA	We work together to achieve our goals
Courage	MANAWANUI	We have the courage to do what is right
Empowerment	MANA MOTUHAKE	We support each other to make the best decisions
People Matter	MAHAKITANGA	We value each other, our patients and whanau
Safety	MANAAKITANGA	We provide excellent care in a safe and trusted environment

3. DIMENSIONS

Reports to:	Support Services Co-ordinator
Number of people reporting to you	N/A
Financial limits authority	N/A
Operating Budget	N/A

4. WORKING RELATIONSHIPS

External	Internal
A.C.C. Other District Health Boards General Practitioners Community Providers Health Professionals Patients Community	Hāwera Hospital South Taranaki Rural Health (The Practice) Taranaki Base Hospital Management

5. ACCOUNTABILITIES

Key area of responsibility	Expected outcomes
Reception duties/general administration duties	<ul style="list-style-type: none"> • Greet in a friendly, welcoming manner and ensure necessary electronic and/or paperwork is initiated. • Answering/fielding/taking messages and all incoming telephone calls to Emergency Department. • Performs duties as specified to department following organisational procedures and protocols. • Completes data entry as required. • Admitting and discharging patients on patient management system. • Liaison with medical staff on pending transfers into Ward or transfer to Taranaki Base Hospital or other hospitals with accompanying documentation. • Arrange orthopaedic, ENT, Ophthalmology referrals for appointments and collate necessary documentation to accompany patients or email to specialists. • E-lodging of A.C.C. claims. • Electronic tracking of medical records. • Liaison with Radiology, Laboratory, Medical Records, Clinical staff and Orderlies.

	<ul style="list-style-type: none"> • Provide administration support for Inpatient Ward and Maternity as required after hours. • Stock and stationery ordering.
<p>Customer Service</p> <p>To ensure a professional quality service is provided to all patients of the Emergency Department</p>	<ul style="list-style-type: none"> • Confidentiality is maintained at all times. • It is expected that a high level of customer service will be provided. • Communicate with patients, staff and other health professions and government departments in a friendly, clear, effective and helpful manner. • Cultural safety is demonstrated by understanding and showing sensitivity to the beliefs, values and practices of others.
<p>Team Work</p> <p>Commitment to building co-operative relationships within one's team to enhance overall team performance</p>	<ul style="list-style-type: none"> • Participates in Team meetings. • Assists in the development of new policies and procedures • Good working relationships are established and maintained with colleagues. • Information and knowledge are shared as appropriate.
<p>Environment and Facilities</p> <p>The department is maintained to a level that ensures effective, quality service provision</p>	<ul style="list-style-type: none"> • Report equipment malfunction and facilities issues to the Support Services Co-ordinator. • Be proactive and responsible in respect to health and safety. • Ensure the equipment, and other related support infrastructure, is well maintained in area of responsibility. • Maintain a clean and tidy work area. • Participates in quality improvement activities to improve services.

Organisational Accountabilities	Expected Outcome for all employees
Health Equity	<p>Te Whatu Ora Taranaki strives to eliminate health inequalities and achieve health equity for the Taranaki population. In practical terms this means all Managers, Team Leaders and roles with responsibility for managing staff, are required to implement relevant health equity policies, procedures, approaches and guidelines issued from time to time including:</p> <ul style="list-style-type: none"> • Implementing the Pae Ora Framework which requires: <ul style="list-style-type: none"> • Demonstrating the principles of Partnership, Participation and Protection under the Treaty of Waitangi; • improving understanding of the determinants of ethnic inequalities in health, in particular the “Drivers of ethnic inequalities in health” and the “Pathways to Inequalities” both of which are referenced in the Te Whatu Ora Taranaki Pae Ora Framework, Appendix 1; • Enabling Māori participation in design and delivery of services; • Ensuring Health Equity assessment is undertaken with appropriate input where services, policies or programmes are expected to improve outcomes for Māori; • Ensuring appropriate health literacy responses are developed and implemented to support effective engagement with and delivery for Māori and high needs communities; • Taking affirmative action to increase the Māori workforce within your team according to the Māori workforce targets set for Te Whatu Ora Taranaki; • Providing leadership for self and team to: <ul style="list-style-type: none"> • Review clinical practice and those of your peers, through a health equity and quality lens; • ensure collection of high-quality ethnicity data according to the Te Whatu Ora Taranaki Ethnicity Data Collection Policy and procedures;

	<ul style="list-style-type: none"> • audit, monitor and evaluate health impact and outcome data to improve the delivery of high-quality health care for Māori; • Provide critical analysis of those organisational practices that maintain disparities in health care.
Health and Safety	<ul style="list-style-type: none"> • Maintains a safe and healthy environment • Complies with health & safety policies and procedures • Carries out work in a way that does not adversely affect their health and safety or that of other workers • Complies with procedures and correctly use personal protective equipment and safety devices provided • Contributes to hazard identification and management process • Reports accurately near misses/incidents/accidents in a timely manner • Participates in health and safety matters
Personal Development	<ul style="list-style-type: none"> • Fully contributes to the individual's team performance and is committed to identify and pursue opportunities for developing new knowledge and skills. • Participates in the performance appraisal process where personal performance and development is reviewed. • Willing to accept new responsibilities, acquire and demonstrate relevant new knowledge.

VARIATION TO DUTIES

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities can be amended from time to time either by additional, deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the employee.

CAPABILITY REQUIREMENTS

Capabilities are the behaviours demonstrated by a person performing the job. Capabilities identify what makes a person most effective in a role. Those listed below are expected for the Hawera Administration team roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

Capability
<p>Effective Communication</p> <p>Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making</p>
<p>Decision Making/Problem Solving</p> <p>Demonstrates effective and timely decision making/problem solving techniques. Aware of the impact of decisions on key stakeholders and consults as appropriate utilizing available resources. Is proactive and effective when problem solving is required.</p>
<p>Innovation/Initiative</p> <p>Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.</p>
<p>Resilience/Flexibility</p> <p>Articulates differing perspectives on a problem and will see the merit of alternative points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.</p>
<p>Cultural Safety</p> <p>Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/customers/colleagues. Manages cultural ambiguity and conflicting priorities well. Understands concepts of whanaungatanga and manaakitanga and Maori cultural orientation to whanau, hapu and iwi.</p>
<p>Teamwork</p> <p>Works to build team spirit, facilitates resolution of conflict within the team,</p>

promotes/protects team reputation, shows commitment to contributing to the team's success

EDUCATION

- Relevant administrative educational qualification or proven/demonstrated work experience.

SKILLS

- Advanced computer skills, able to adapt to different computer programmes.
- Data entry skills to an intermediate or senior level.
- Dedicated team player willing to learn new skills.
- Time management, ability to prioritise, ability to work under pressure in a busy environment.
- Excellent interpersonal skills, the ability to be tactful and diplomatic when dealing with the public and other organisations and individuals either in person or over the phone.
- Able to maintain confidentiality at all times.

EXPERIENCE

- Sound general all round administration experience of at least 5 years.
- Previous or current employment in a healthcare setting, i.e. GP Practice, Hospital, Accident & Emergency Clinic.
- Reception experience.
- Customer Service experience