

Position Description

Position	Receptionist
Team / Service	Kenepuru Accident and Medical Clinic
Group	Community, Allied Health and Older Adults
District	Capital, Coast & Hutt Valley
Responsible to	Practice Administrator/Senior Administrator
Children's Act 2014	This position is not children's worker, requiring a safety check with Ministry of Justice vetting before commencing
Location	This position is expected to work from Kenepuru Hospital

Te Whatu Ora

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, supports babies to adolescents with medical conditions or who may need paediatric surgery. It provides both hospital and outpatient services.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

- Mana whakahaere** Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
- Mana motuhake** Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.
- Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
- Mana Māori** Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

The Vision, Mission and Values from our District

We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

Hutt Valley

Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

Mission

Working together for health and wellbeing.

Ō mātou uara – Values

Mahi Pai ‘Can do’: Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

Capital and Coast

Vision

Keeping our community healthy and well

Mission

Together, Improve the Health and Independence of the People of the District

Value

Manaakitanga – Respect, caring, kindness
 Kotahitanga – Connection, unity, equity
 Rangatiratanga – Autonomy, integrity, excellence

District Responsibility

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

Service Perspective

The Kenepuru Accident and Medical Clinic (KAMC) is a primary care service which meets the Urgent Care Standards (NZS 8151:2015).

The KAMC provides a 24/7 service for assessment and management of injury or medical problems that are sudden, unexpected or unplanned, which are non-life or limb threatening, but which require urgent clinical care. It provides primary urgent after hours care and provides a supportive link between community primary health services and tertiary hospital services.

The Te Whatu Ora goals of the Accident and Medical Clinical are:

- Local access to quality care
- Quality timely service
- Prevents unavoidable presentations to other services.

The service is staffed by a mix of doctors and registered nurses who triage, assess and manage patients who are unable to access primary care. The team will assess and triage and appropriately onward refer to Wellington Emergency Department any patients that are triaged as requiring a greater complexity of care. This service focus is on extended primary care services and to enhance service delivery for patient centred care, there is a dispensing pharmacy co-located.

Strong links with other services are established and continue to develop e.g. medical and paediatric assessment, geriatric services, Emergency Department, outpatients.

Purpose of the role

To provide “front of house”, meeting and greeting of patients and any other persons who seek access to the KAMC, as well as to provide clerical and administrative support to the KAMC service.

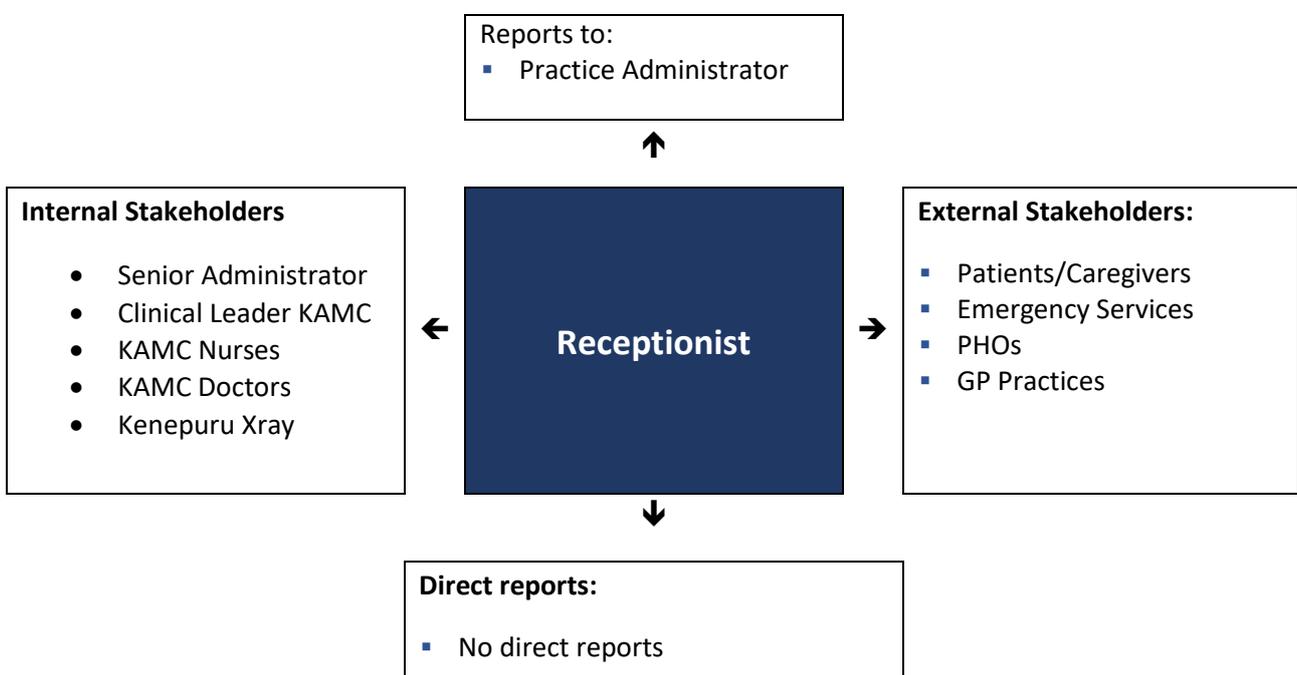
Key Accountabilities

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
1. Meet and Greet	<ul style="list-style-type: none">• Greets patient and checks patient information• Advise clinician/nurse of patient arrival and any special instructions• Attend to patients in waiting room who need assistance prior to treatment commencing• Maintain a professional appearance and manner at all times

Key accountabilities	Deliverables / Outcomes
2. Clerical and Administration	<ul style="list-style-type: none"> • Accurate data capture for patient records • Update any changes to patient details in Medtech and patient management database • Confirm eligibility for treatment, ethnicity details and other requirements
3. Continuous Quality Improvement	<ul style="list-style-type: none"> • Identifies improvement opportunities and takes part in initiatives that will improve customer satisfaction • Desk files are updated regularly to reflect changes in the role

Key Relationships & Authorities



Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
Teamwork	<ul style="list-style-type: none"> • Develops constructive working relationships with other team members. • Has a friendly manner and a positive sense of humour. • Works cooperatively - willingly sharing knowledge and expertise with colleagues. • Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments. • Supports in word and action decisions that have been made by the team.

Competency	Behaviours
	<ul style="list-style-type: none"> Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.
Taking Responsibility	<ul style="list-style-type: none"> Is results focussed and committed to making a difference. Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected Adjusts work style and approach to fit in with requirements. Perseveres with tasks and achieves objectives despite obstacles. Is reliable - does what one says one will. Consistently performs tasks correctly - following set procedures and protocols
Quality and Innovation	<ul style="list-style-type: none"> Provides quality service to those who rely on one's work. Looks for ways to improve work processes - suggests new ideas and approaches. Explores and trials ideas and suggestions for improvement made by others. Shows commitment to continuous learning and performance development.
Communication	<ul style="list-style-type: none"> Practises active and attentive listening. Explains information and gives instructions in clear and simple terms. Willingly answers questions and concerns raised by others Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged. Is confident and appropriately assertive in dealing with others Deals effectively with conflict.
Customer Focus	<ul style="list-style-type: none"> Is dedicated to meeting the expectations and requirements of internal and external customers Gets first-hand customer information and uses it for improvements in products and services Acts with customers in mind Establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	<ul style="list-style-type: none"> Is widely trusted Is seen as a direct, truthful individual Can present the unvarnished truth in an appropriate and helpful manner Keeps confidences Admits mistakes Doesn't misrepresent her/himself for personal gain

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Ability to take ownership accountability and responsibility for the role.
- Intermediate Microsoft Office Computer skills
- Ability to maintain patient and office confidentiality in line with the Privacy Act
- Previous knowledge of patient management systems is desirable
- Previous experience in a health environment is desirable
- Previous experience in using Medtech

- Experience with Eftpos and patient billing, accounting and receipting

B. Essential Professional Qualifications / Accreditations / Registrations:

- Sixth form certificate /University Entrance or equivalent qualification

C. Someone well-suited to the role will place a high value on the following:

- Helping others
- Well organised
- Works well under pressure

**Ma tini, ma mano, ka rapa te whai
By joining together we will succeed**