

**Gore Health Ltd
Position Description**

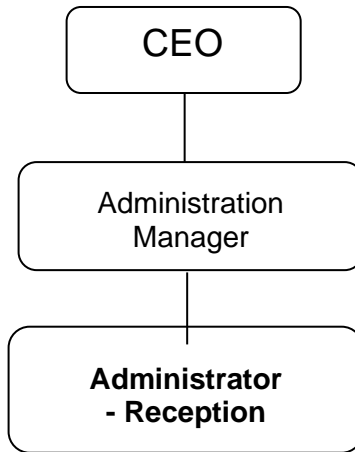
Position Title: Administrator - Reception

Location: Gore Health Ltd (GHL) – Gore Hospital

Responsible to: Administration Manager

Employment Conditions:

Organisational Relationship



Position Holder's Name : _____

Position Holder's Signature : _____

Administration Manager's Name : _____

**Administration Manager's
Signature :** _____

Date : _____

Te Tiriti o Waitangi

GHL recognises the special relationship between Maori and the Crown and has an understanding of the articles/principles of the Te Tiriti o Waitangi. As an employee you will be required to develop an understanding of the cultural concepts, values and tikanga that might affect the well being of Maori patients.

Health and Safety

GHL is committed to achieving the highest level of health and safety for its staff. All employees are expected to take initiative and identify, report and resolve issues that may cause harm to themselves or others in the organisation. As an employee of GHL, the health and safety of clients, patients and colleagues, as well as your own, are your responsibility. You are expected to work safely at all times, and to actively participate in the health and safety programs. It is expected that you will report all accidents or potential hazards to your CEO.

To participate in, and comply with, the requirements of the Health & Safety in Employment Act 1992 plus amendments and associated GHL procedures.

- Work practices ensure safety for self and others
- Advice or assistance is sought before commencing an unfamiliar work practice
- Hazards are identified, control plans documented, hazards eliminated, minimised or isolated.
- Comply with GHL incident reporting and Health & Safety policy
- Emergency management procedures and compulsory/compliance education and training completed.

Quality and Risk

GHL is committed to continuous quality improvement and service excellence. Our focus is to improve our practice and the quality of care received by patients. Our goal is to embed continuous improvement in our daily activities, by focusing on improving systems and processes, enhancing our communication with other health providers and increasing consumer involvement.

General Responsibilities

1. PROFESSIONAL RESPONSIBILITIES

As an employee of Gore Health you are required to:

- Gain CPR Certification within one month of commencing employment with Gore Health.
- Maintain competency on work-related knowledge, best practices and legislation.
- Make a personal contribution towards effective and efficient working relationships within Gore Hospital
- Implementation of practice is customer-focused and meets professional standards.
- In conjunction with the Administrator Clinic Information Systems, identify your own training needs and plan to meet these needs.
- Manage your own time and prioritise your work effectively.

2. LEGISLATION, REGULATIONS AND COMPANY POLICIES

You are required to:

- Be familiar with and adhere to the provisions of:
 - all relevant acts and regulations,
 - all company, hospital and department policies,
 - relevant procedure manuals

3. RISK MANAGEMENT

You are required to:

- Support and promote actions and initiatives in your work area which enable risks to be identified and eliminated or reduced.
- Be especially aware of those risks that have high cost or safety implications.
- Complete a HAIR report form for any accident, incident or near miss that has taken place at work.
- Respond to complaints according to appropriate policies.

4. OCCUPATIONAL HEALTH AND SAFETY

You are required to:

- Carry out your work in a healthy and safe manner.
- Encourage and assist others to work in the same way.
- Report and rectify any unsafe workplace conditions/practices.
- Complete HAIR report form for any accident or injury which has taken place at work, ensuring, in the case of injury, that your supervisor or manager is notified within 24 hours.
- Co-operate with, support and promote occupational health and safety actions and initiatives in the workplace.
- Read and understand the health and safety manual, any relevant chemical information, and the emergency plan.
- Keep your knowledge of identified hazards up to date.

5. SECURITY

You are required to:

- Wear your identification badge at all times when on site or when carrying out official duties.
- Notify Personnel of any changes required for your ID badge.
- Report any suspicious or unusual occurrence to the security officer, orderly or telephone operator.
- Complete a HAIR report form for any incident which has or might have compromised the safety of staff, patients and visitors.

6. CONFIDENTIALITY

- Adhere to the Privacy Act 1993 and the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information. Maintain strict confidentiality of knowledge gained in the course of your work concerning patient, colleague and Gore Health Business at all times while working for Gore Health and upon termination of employment.

PURPOSE OF POSITION

To provide a comprehensive, efficient, high quality frontline reception/telephonist and administrative support service to Gore Hospital.

KEY TASKS & RESPONSIBILITIES

Reception/Telephone	
<i>Expected Outcome</i>	<i>Performance Measures</i>
An efficient and courteous reception service is provided to our patients, visitors and staff.	<ul style="list-style-type: none"> All clients are responded to promptly, courteously, in a culturally-sensitive manner and assisted and redirected as appropriate. Waiting and reception area is maintained in a tidy state.
Effective operation and maintenance of our Cisco Webex telephone system	<ul style="list-style-type: none"> Operational knowledge of Cisco Webex telephone system is exhibited. All telephone calls are answered politely, responsively and accurate details of information recorded. Messages are delivered appropriately and within acceptable timeframe. All faults are reported promptly to the Administration Manager. Telephone lists are updated as required and accurate.
Knowledge and understanding of Health-related legislation including ACC regulations, Health Information Privacy Code 1994 and Health & Disability Consumer Code of Rights and their requirements is demonstrated.	<ul style="list-style-type: none"> Accurate information is provided to the public All relevant patient data is updated Public have access to information and forms Information is disseminated in an informative culturally sensitive manner.
SI PICS Patient Management System	
<i>Expected Outcome</i>	<i>Performance Measures</i>
SI PICS Patient Management System is maintained to ensure integrity of patient details	<ul style="list-style-type: none"> SI PICS patient data input is accurate, timely and as per our Gore Health procedures. Patient demographics, referral, admission and discharge details for our Emergency Department, inpatient and maternity areas are entered correctly on our SI PICS system. SI PICS operator error shown on audit reports are corrected accurately and timely. IT advice is sought as required from our IT team. Inpatient list is maintained and kept up to date

Medtech	
<i>Expected Outcome</i>	<i>Performance Measures</i>
Medtech System records are maintained to ensure integrity of patient details and data.	<ul style="list-style-type: none"> • All data entered on Medtech is accurate, as per our Gore Health procedures. • ACC45 information is scanned into the system and filed correctly in the patient file. • Advice is sort from the Administration Manager as required.
Health Connect South	
<i>Expected Outcome</i>	<i>Performance Measures</i>
Health Connect South records are maintained to ensure integrity of patient details and data	<ul style="list-style-type: none"> • Templates are created and completed as appropriate • Patient Discharge Records are scanned and completed in a timely manger, ideally within 24 hours and adheres to our Gore Health Medical Records and Procedures.
Clinical Records	
<i>Expected Outcome</i>	<i>Performance Measures</i>
Clinical records and patient information are maintained as per our Gore Health policies and procedures.	<ul style="list-style-type: none"> • Admission and discharge documentation is completed accurately • Clinical records are filed in records room appropriately and records room is kept tidy. • Clinical records room door is kept secure at all times.
Administrative and secretarial support	
<i>Expected Outcome</i>	<i>Performance Measures</i>
Administrative support is provided to enable effective and efficient office systems and processes	<ul style="list-style-type: none"> • Maintain systems and processes including mail, photocopying and faxing • General administrative and secretarial support is provided to Gore Health staff members as required. • General IT support is provided to Gore Health staff members as required. • Office equipment is maintained and faults are reported as necessary.
Team Work	
<i>Expected Outcome</i>	<i>Performance Measures</i>
A supportive and efficient environment exists within the administration area and actions and contributions of team members enhance the success of the team	<ul style="list-style-type: none"> • Communication and interpersonal skills promote open and effective teamwork. • Support is provided to colleagues when necessary. • Builds and maintains productive working

	<p>relationships</p> <ul style="list-style-type: none"> Evidence and understanding and commitment to the service vision and direction of Gore Health Ltd
Health & Safety	
<i>Expected Outcomes</i>	<i>Performance Measures</i>
Equipment is safely managed.	<ul style="list-style-type: none"> Equipment is cared for and maintained as per Gore Health Ltd policy. All HAIR's are reported.
Gore Health Ltd Policies and principles are adhered to for the protection of patient and staff information.	<ul style="list-style-type: none"> Hazard identification and effective control measures are adhered to. Health & Safety & Infection control training sessions are attended.
Knowledge of Hospital alarm systems is exhibited.	<ul style="list-style-type: none"> Appropriate personnel are notified following alarm activation.

Advocacy	
<i>Expected Outcomes</i>	<i>Performance Measures</i>
Patient and public rights, dignity, confidentiality, privacy and cultural needs are respected and maintained.	<ul style="list-style-type: none"> Evidence that Privacy Act and Health Information Privacy Code are adhered to. Evidence that cultural needs, dignity are respected. Patient/staff/public rights are acknowledged and reflected in administrative practice

Quality Assurance	
Participate in continuous improvement programme within Gore Hospital to enhance client care and hospital efficiency to meet the Gore Health Ltd Quality Plan	
<i>Expected Outcomes</i>	<i>Performance Measures</i>
Participation in continuous improvement program within the Gore Health	<ul style="list-style-type: none"> Shows concern for all aspects of the job, accurately checking processes and tasks, and maintaining watchfulness over a period of time. Continuing audit programs and follow-up processes, including problem identification, action plans, strategic direction are developed and adhered to.

Professional Development	
Accepts responsibility for own professional development to maintain and expand current clinical and management knowledge base	
<i>Expected Outcomes</i>	<i>Performance Measures</i>
Maintain high standards of performance	<ul style="list-style-type: none"> Undertake annual CPR, Fire Training and any other service requirement training as per GHL CQI plan and procedures. Perform all duties in a responsible manner; with due care for the health and safety of self and

	other employees, patients and the general public, within the limit of knowledge base.
Maintain good communication and interpersonal relationships within GHL	<ul style="list-style-type: none"> Act in a professional manner in relationships with all staff to enhance interdisciplinary harmony within the hospital.
Other Duties	
<i>Expected Outcomes</i>	<i>Performance Measures</i>
The Receptionist will perform such other duties as reasonably required by the Administration Manager in accordance with the conditions of the position.	<ul style="list-style-type: none"> That all other additional duties are performed in an efficient manner, at the required time and within a negotiated timeframe.

Person Specification

Work Experience

Previous experience in reception and administration

Skills/Knowledge

- Exceptional customer care skills
- Excellent computing skills including experience in electronic information systems and Microsoft Office products - Word, Excel, Outlook, Publisher.
- Strong background in administration
- Excellent communication and interpersonal skills.
- Knowledge and understanding of N Z health care system and health-related policies/procedures
- Knowledge of relevant health legislation including Privacy Act and Health Information Privacy Code
- Attention to detail
- Strong work ethic and the ability to multi-task and effectively manage, plan and co-ordinate workload
- Able to maintain confidentiality and use discretion.
- Ability to participate in a team in the achievement of goals and outcomes and be supportive of other team members.
- Proven commitment to quality and efficiency
- Flexible attitude to work outside boundaries of the position when required
- Versatility and the ability to cope with change
- Alert, reliable, thorough, mature, have positive attitude, integrity and initiative.
- Passion for information technology and a drive to be flexible and learn
- Have an appropriate presentation and standard of personal care and grooming

Relationships

Internal Relationships:

CEO, GHL
Administration Manager
Clinical Manager
Business Manager
Nursing & Maternity staff

Medical Officers
Allied Health staff
Administration staff
Domestic staff
Maintenance staff
Other health providers

External Relationships:

Note: This job description has been prepared to assist in appointment. All GHJ job descriptions are subject to review from time to time and therefore may be revised after consultation with the employee to suit changing service requirements.