

Job Title	Receptionist	
Reports to	Practice Manager	
Direct Reports	Nil	
Key Relationships	<b>Internal</b>	<b>External</b>
	General Practitioners	Whanau/Hapu/Iwi/ Marae
	Nurses	PHO
	Nurse Practitioners	Medical Centre's
	Outreach services	Public Health
	All Staff	Wairarapa DHB

## Vision Statement

*Wairarapa - He Waiora*

*Wairarapa - A Place of Wellness*

## Mission Statement

*He rarapa i ngā āhuatanga e ū ai te hā o te ora*

*To pursue and participate in ways of bringing about wellness*

## Role Purpose

The receptionist provides a welcoming face to the organisation and excellent customer service to our clients and their family/whanau. This position will work as part of an effective team to maintain the front-of-office reception/telephone and general office/ administration duties. The receptionist will be required to assist with patient screening at the Whaiora front door during a nationwide health crisis or as necessary for the overall wellbeing of patients and staff.

## Key Accountabilities

### Reception/administration

This includes being positive and welcoming during phone calls and in-person contact from general enquiries, to appointment bookings/cancellations and enrollment needs. The receptionist will document financial and health records and maintain the accuracy of patient demographic information. The receptionist will be perform typing, scanning and filing duties accurately as and when needed.

This role must manage all clerical resources in an effective and cost-efficient manner. It must also promote, monitor and participate in all quality improvement activities.

### Financial/cash handling

The receptionist will be responsible for cash handling and taking payments in line with internal guidelines. The receptionist will be responsible for accurate reconciliation and reporting procedures.

## Health and Safety

The receptionist plays a key role in following the triage procedures, including the administration of CPR as required. This role will be active in ensuring that emergency procedures are followed such as fire and evacuation. This role must report all incidents, events, hazards, near misses and accidents.

## Collaboration with colleagues

Working constructively and harmoniously (interdisciplinary) with other members of the centre's team to ensure patients receive the best in customer care.

## Learning and development

This includes taking responsibility for personal continuing professional development ensuring the demands of the role are met.

Supporting new colleagues through their orientation and induction.

Attending education sessions provided ongoing development.

## Other Duties

In the event of a change to a higher COVID Alert level or a nation-wide health crisis, may be required to assist with patient screening at the Whaiora front door.

This is not an exhaustive list, and it is expected that you will follow any other lawful and reasonable request.

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## Personal Attributes

### Education

#### *Desirable*

- Reception and office support certification

### Experience

#### *Essential*

- Previous customer experience/reception work
- IT and computer literacy

#### *Desirable*

- Has worked in primary health care and/or emergency care
- Familiarity with or a willingness to learn MedTech32
- Relevant Patient Management System experience

### Skills & Attributes

- A friendly and approachable manner with good people skills.
- Has the ability to empathise and provide passionate care to clients.
- The ability to work as a member of a large multidisciplinary team.
- Excellent communication skills - interacts with the public discreetly and sensitively, recognising their needs for alternative methods and styles of communication.
- Willingness to work under pressure