

<b>Job Title</b>	Reception Team Lead	
<b>Programme</b>	Medical Centre	
<b>Reports to</b>	Pouwhakahaere	
<b>Direct Reports</b>	Nil	
<b>Key Relationships</b>	<b>Internal</b>	<b>External</b>
	Receptionist All Whaiora Staff Whaiora outreach service	Whanau/Hapu/Iwi/ Marae Medical Centre's Public Health Wairarapa DHB Ambulance Services Suppliers

### Vision Statement

*Wairarapa - He Waioara  
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 Reception Team Lead will ensure the smooth, day-to-day operation of the reception area and will coordinate the logistics of this area to ensure patients, clients and guests develop a good first impression of the organisation whilst maintaining high customer service standards.

The Reception Team Lead will create and grow an inspiring team environment with open communication culture. They will ensure the team adhere to processes, procedures and guidelines.

They will be responsible for money and cost management and the training in this.

To provide high-level administrative support for all services and programmes provided and/or developed by Whaiora (excluding the GP Service) consistent with the vision, mission, values and strategic direction of the organisation.

### Key Accountabilities

Ensuring service is provided in accordance with the appropriate professional and company standards.

Provide the Management Team with administrative support across all areas of Whaiora. Monitor and review systems and processes with a quality focus suggesting changes and improvements as needed. Maintain clear communication pathways across the organisation and multiple modalities.

### Health and Safety

Is an active member of the Health and Safety Committee. Take responsibility for meeting Whaiora obligations in workplace health and safety by:

Adhering to the H&S procedures.

Participating in health and safety initiatives and training where appropriate. Providing suggestions for improvement of health and safety. Reporting all accidents/incidents, near misses, and symptoms of discomfort.

Identifying and reporting workplace hazards.

Respond effectively to complaints in accordance with policy and procedure and help ensure legislative requirements are met (e.g.: Privacy Act/Official Information Act etc.)

### Providing a safe environment

Understanding and promoting emergency procedures such as fire response and

evacuation in accordance with statutory requirements.

Reporting the incidence of events, incidents, and accidents, as per company policy and participating in prevention strategies.

Anticipating and reporting any occupational health and safety risk to clients, staff or visitors (including stress and fatigue).

### Learning and Development

This includes taking responsibility for personal and continuous professional development ensuring the demands of the role can be met. Promoting an environment that encourages learning and supporting the wider team to access and undertake regular learning to support ongoing competence and growth. Leading education for the practice team in a variety of modalities.

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### Other Duties

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

#### Experience

##### *Essential*

- Experience in business, supporting clients and/or administrative practice
- Proven front line reception experience
- Competent user of computers – expert in Microsoft Office 365, particularly document formatting
- Excellent oral and written communication skills with the ability to plan, implement and follow projects through to completion.
- Smoke free

##### *Desirable*

- Experience in primary health care and/or emergency care

#### Skills & Attributes

- A friendly and approachable manner with good people skills.
- The ability to communicate and interact with the public discreetly and sensitively, recognising their needs for alternative methods and styles of communication.
- Willingness to work under pressure.