

Te Whakatūranga o Mahi | Position Description

Poutautoko - Backbone Support

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|----------------|----------------------|-----------|-----|
| Title | Medical Receptionist | | |
| Reports to | Reception Team Lead | | |
| Team | Administration | | |
| Direct Reports | NIL | Total FTE | 1.0 |

Ko wai mātou | Our organisation

The kaupapa for Whaiora was first considered in 1996 at a hui at Papawai Marae, Greytown. Ngāti Moe hapu, led by Dr Janice Wenn and Kim Workman, structured a proposal for a 'by Māori for Māori' community-based health service for the Wairarapa. Initially Whaiora Whanui was developed under the umbrella of the Ngāti Kahungunu Māori Executive, Taiwhenua (NKMET). With the mandate from Wairarapa hapū, Whaiora Whanui became an autonomous entity and was established as a Charitable Trust on 13 December 2000.

Whaiora provides a range of community health and social services to the Wairarapa community, our boundaries are Pukaha Mt Bruce to Remutaka Summit – we also work with whānau in Eketahuna.

Our services also include a Very Low Cost Access Medical Centre for Masterton residents.

VISION

Wairarapa He Waiora / Wairarapa A Place of Wellness

MISSION

He rarapa i nga ahuatanga e u ai te ha o te ora / To pursue and participate in ways of bringing about wellness

Tēnei tūranga | About the role

The Medical Receptionist role is pivotal within the medical centre environment as this is the first point of contact with patients and visitors. Medical Receptionists co-ordinate the services and have a major role to play in prioritising work flows and managing patient expectations. Patients should feel that they have been acknowledged in a friendly, courteous manner and that all that can be done for them has been done.

Essential Functions

Provide an empathetic first contact customer service experience for patients and visitors ensuring everyone is acknowledged in a professional, friendly, helpful manner, using discretion and skill. The receptionist is welcoming during phone calls and in-person contact from general enquiries to appointment bookings/cancellations and enrolment needs. The receptionist will document financial and health records and maintain the accuracy of patient demographic information. The receptionist will perform typing, scanning and filing duties accurately as and when needed.

| Key Result Area | Expected Outcomes / Performance Indicators (All Whaiora Kaimahi) |
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| An Accountable System | <ul style="list-style-type: none"> • Champion connections with whānau, hapū and iwi Māori to promote whānau voice and improve whānau service experiences and outcomes • Promote development of a culturally safe workforce supporting others to better understand their own cultural perspectives to advance the work of the organisation across a range of social contexts • Demonstrate life-long learning in cultural safety, holding themselves accountable for providing culturally safe leadership, service design and delivery • Ensure the unique needs of priority populations including tāngata whaikaha are understood and kept at the forefront of service delivery |
| Collective Impact | <ul style="list-style-type: none"> • Support the pursuit of Māori health gain and achieving equitable health outcomes for Māori including tāngata whaikaha through the application of hauora models • Support the dismantling of policies, procedures and practices that cause inequity |
| Health and Safety | <ul style="list-style-type: none"> • Take responsibility for meeting Whaiora obligations under the Health and Safety at Work Act 2015 by: • Observing Whaiora H and S procedures • Participating in health and safety initiatives and training • Providing suggestions for improvement of health and safety • Reporting all accidents/incidents, near misses and symptoms of discomfort • Identifying and reporting workplace hazards |
| Indigenous Health System | <ul style="list-style-type: none"> • Influence the application of mātauranga Māori, te reo and tikanga Māori in compelling and constructive ways of aligned with organisational vision • Promote wairuatanga as determinant of your own wellbeing and that of your team • Knowledge and application of kaupapa Māori methodologies and frameworks as it pertains to the role |
| Risk Management | <ul style="list-style-type: none"> • Identify any people related, reputational and/or organisational risks and take action to minimise their impact • Effectively manage and escalate risks with proposed appropriate mitigation where necessary |

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| Sustainable and Equitable Resourcing | <ul style="list-style-type: none"> • Support the secure use of digital tools that foster organisational effectiveness • Maintain positive working relationships with colleagues within public and private sectors, related industry and community interest groups and the wider local, regional, national communities as required for the role |
| Te Tiriti o Waitangi | <ul style="list-style-type: none"> • Demonstrates an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way • Provide leadership to colleagues, supporting them to understand the organisation's Te Tiriti stance, and its application to their work in the workplace |

Whānaungatanga | Relationships

| Internal | External |
|--|---|
| <ul style="list-style-type: none"> • Reception team • Practice team • Whaiora kaimahi | <ul style="list-style-type: none"> • Whānau / Hapū / Iwi / Marae • Medical Centre's • Compass Health Tu Ora • Te Whatu Ora • Ambulance Services • Suppliers |

Ngā Āhuatanga | About you

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|---------------------|---|
| You will have | <p>Essential</p> <ul style="list-style-type: none"> • Proven communication skills working as part of a team focused on client care. • A working knowledge of te reo me ōna tikanga / or willingness to learn. • Demonstrates knowledge of information and communication technology, including Microsoft Office and MedTech 32/Evolution. • Smokefree / Vapefree <p>Experience</p> <ul style="list-style-type: none"> • Previous reception and/or administration experience (minimum 2 years' experience) • Experience working in healthcare related administration would be advantageous. |
| You will be able to | <p>Skills</p> <ul style="list-style-type: none"> • Proven ability to work in a fast paced always changing environment. |

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| | <ul style="list-style-type: none">• Exceptional customer service both face-to-face and on the phone.• Excellent verbal, written and interpersonal communication skills.• High level of integrity and professionalism• Ability to maintain confidentiality and discretion.• Be adaptable and able to multitask in a fast-changing environment.• Excellent organisational skills with an attention to detail• Computer literate.• Excellent self-management skills, including working effectively without direct supervision, managing and organising fluctuating workloads in sometimes stressful situations.• A team player and considers the views of others. |
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