

Te Whakatūranga ō Mahi | Position Description

Poutautoko - Backbone Support

Title	On-Call Casual Medical Receptionist		
Reports to	Kaiwhakahaere Primary Health (Practice Manager) Operationally Reception Team Lead		
Team	Reception		
Direct Reports	NIL	Total FTE	Casual

Ko wai mātou | Our organisation

The kaupapa for Whaiora was first considered in 1995 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

Whānau Wairarapa / he pepe ora
Whānau Wairarapa – healthy futures

MISSION

He rarapa i nga ahuatanga e u ai te ha o te ora / Fostering innovation to achieve wellness.

Tēnei tūranga | About the role

The Casual Relief Medical Receptionist provides reception and administrative support to ensure the smooth day-to-day operation of Whaiora Medical Centre during periods of planned and unplanned staff absence. This role is responsible for maintaining a high standard of customer service while supporting the clinical team and ensuring patients receive a welcoming and efficient experience.

As part of the casual relief pool, the role is engaged on an as-needed basis to provide cover for annual leave, sick leave, training, and other operational requirements. While regular hours are not guaranteed, shifts may be offered at short notice or scheduled in advance depending on service needs.

The Casual Relief Medical Receptionist is expected to quickly adapt to a busy general practice environment, work collaboratively with the wider team, and carry out reception and administrative duties in accordance with Whaiora policies, procedures, and patient confidentiality requirements.

Essential Functions



- Welcome patients and visitors in a professional, warm and respectful manner.
- Answer incoming telephone calls and manage enquiries efficiently.
- Book, amend and coordinate patient appointments.
- Register new patients and maintain accurate patient information.
- Manage patient arrivals, payments and receipting.
- Process repeat prescription requests in accordance with practice procedures.
- Respond appropriately to urgent situations and escalate clinical concerns.
- Maintain patient confidentiality at all times.
- Scan, upload and file clinical documentation.
- Assist with general administrative duties to support the wider clinical team.
- Contribute to maintaining a positive, organised and welcoming reception environment.

Key Result Area	Expected Outcomes / Performance Indicators (All Whaiora Kaimahi)
An Accountable System	• 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	• 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	• 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	• Influence the application of mātauranga Māori, te reo and tikanga Māori in 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	- 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
Sustainable and Equitable Resourcing	- 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	- 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
- Reception team - Practice team - Whaiora kaimahi	- Whānau / Hapū / Iwi / Marae - Medical Centre's - Compass Health Tu Ora - Te Whatu Ora - Ambulance Services - Suppliers

Ngā Āhuatanga | About you

You will have	Essential - Previous experience working in a General Practice or medical reception role. - Excellent customer service and communication skills. - Strong computer literacy. - Ability to multitask in a fast-paced environment. - High level of accuracy and attention to detail. - Ability to maintain confidentiality and professionalism. - Excellent organisational and time management skills. - A positive attitude and willingness to support the wider team. - Flexibility to work at short notice when required. - Smokefree / Vapefree Desirable - Experience using Medtech Evolution. - Knowledge of New Zealand primary healthcare. - Understanding of ACC, enrolment processes and patient funding. - Familiarity with ManageMyHealth. - An understanding of Te Tiriti o Waitangi and a commitment to culturally safe healthcare.
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Personable Attributes	Skills • Friendly, approachable and compassionate. • Calm under pressure. • Reliable and dependable. • Adaptable and quick to learn. • A strong team player. • Respectful of people from all cultures and backgrounds. • Committed to providing outstanding service to our patients and whānau.
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PLEASE SIGN TO ACKNOWLEDGE YOUR ACCEPTANCE OF THIS JOB DESCRIPTION.

Employee Name Signature Date

Employer Name Signature Date

Initial _____