

**SCHEDULE 2
POSITION DESCRIPTION**

Toiora Medical Receptionist			
Reports to:	Practice Manager – Waina Taiatini		
Number of direct reports:	nil		
VISION			
<p>Ko toiora te whāinga taiooreore, mō ngā whānau, me te hāpori whānui, mā te toiora, ka tō te mauri ora ki a tātou Whāia te toiora, kia ora ai te katoa</p> <p>Ultimate Wellbeing is the goal for families and wider communities through ultimate wellbeing, our people will flourish. Pursue ultimate wellbeing for the vitality of all people.</p>			
Pono	Manaakitanga	Rangatiratanga	Whanaungatanga
<ul style="list-style-type: none"> ✓ Role model toiora; walk the talk ✓ Integrity and accountability; follow through everytime ✓ Drive for positive change 	<ul style="list-style-type: none"> ✓ Aki, uplift the mana of others ✓ Acts of service, we take care of whānau ✓ Hand up not hand out ✓ Respect individuality & uniqueness 	<ul style="list-style-type: none"> ✓ Te Reo Māori me ōna Tikanga ✓ People before profit ✓ Kaupapa Māori is living best practice ✓ Mana ki te mana practice 	<ul style="list-style-type: none"> ✓ Weaving together for best outcomes ✓ Strengths based ✓ Continuous, genuine relationships ✓ Toiora available for all whānau
PURPOSE			
<p>Poutiri Trust is a kaupapa Māori charitable trust established in 1997 by Te Whānau Poutirirangiora ā Papa, a collective of kaumatua and kuia seeking to communicate and connect the Tiriti relationship and guarantees in health to the equitable treatment of Māori, with an overarching goal of improving the health status of Māori throughout the Bay of Plenty region.</p> <p>Poutiri Wellness Centre aims to provide holistic, proactive, continuous and preventative whānau-centred care. The Toiora Medical Receptionist role is essential to provide a welcoming face as the first person whānau see and the first person whānau talk to on the phone. Excellent customer care to kiritaki/patients, whānau, visitors and team members is important alongside an infectious, proactive passion for whānau health and wellbeing!</p> <p>The role also involves scheduling appointments, cash handling, maintaining and transferring of records, enrolment, assisting with kiritaki/patient flow, maintaining frontline/visitor health and safety, and various administrative duties to propel the smooth running of the Wellness Centre and team.</p> <p>The role will include performing these duties both at our primary location and the Poutiri Health Hub.</p>			

RESPONSIBILITIES

Mahi Waiora
Manaaki whānau at reception

- Maintain a friendly, warm and professional approach
- Greet and manaaki kiritaki/patients, whānau and visitors promptly and courteously, remembering whānau who have attended previously and assisting all to feel welcome and valued in THEIR Wellness Centre
- All kiritaki/ patients are indicated as 'arrived' in the PMS system
- All Kiritaki/patient and/or whānau appointments are accurate and made according to guidelines
- Ensure Kiritaki/patients without appointments but who need 'Acute consultations' are booked in to appropriate slots and referred to a GP where necessary.
- Assist whānau to enrol
- Kiritaki details are maintained, checked on every contact encounter
- All calls are answered within 6 rings. If unable to answer all calls, messages must be checked and distributed within 2 business hours
- Monitor waiting room for kiritaki or whānau who appear very ill or upset and inform medical staff urgently for safety and privacy if assistance is required
- Assist as required during emergencies
- Takes responsibility for ensuring reception is secure and confidentiality of information is maintained in accordance with the health Information Privacy Code 2020
- Maintain manuhiri health and safety procedures at reception
- Ensure reception and waiting areas are kept neat and tidy
- Ensure patients are frequently informed regarding waiting times and delays
- Always maintain strict patient confidentiality
- Provide timely messages to doctors and nurses
- Have a thorough knowledge of all Wellness Centre procedures.

Mahi Toiora
Administration

Mahi toiora - Improve whānau health by:

- Set-up of new patients into the My Practice PMS
- Administration tasks in PMS are completed reliably, efficiently and effectively
- Answering incoming telephone calls, ensuring calls are documented and redirected accordingly.
- Check emails and fax machine regularly for incoming messages. Send emails and faxes as required
- Kiritaki notes are requested from previous provider within 24 hours
- Kiritaki details and file is scanned and entered into our PMS within 3 business days
- Kiritaki transferring out will have their medical notes sent to their new provider within 10 days
- Messages are recorded accurately within the PMS system under tasks
- Complete HUHc applications forms for patients who meet the criteria
- New kiritaki who wish to register with the Center are registered and then enrolled with the PHO in accordance with the guidelines
- Assists with repeat prescription requests within 48 hours
- Process and distribute incoming (and outgoing) mail
- Process Patient notes and correspondence
- Check, monitor and deal with items as they appear in the GP links system
- Carry out compliance and quality audits when required

Mahi Toiora
Financial Management

- Balance / reconcile daily banking in accordance with Balance / reconcile daily banking in accordance with guidelines
- Financial discrepancies are reported to Practice Manager and investigated
- Ensure all whānau services undertaken are charged out in accordance with appropriate protocols
- Appropriate procedures are followed when claiming subsidies from any funding agency
- Kiritaki are supported to pay on the day of consultation or by direct debit.

<p>Mahi Whaunaungatanga Reliability and Trust</p> <p>Mahi Tahī Collaboration</p>	<p>Mahi whanaungatanga - Maintain trust by:</p> <ul style="list-style-type: none"> • Apply the principles of Te Tiriti of Waitangi by: <ul style="list-style-type: none"> ○ Demonstrating the practical application of Te Tiriti of Waitangi in everyday work ○ Using Te Reo Māori appropriately, and adheres to tikanga ○ Demonstrating a commitment to improving Māori education equity • Recognise the importance of communication and engage across internal systems and processes to ensure what and how we do things honours Mana to Mana Practice • Understanding the impact of colonisation, privilege and power on health outcomes and engagement • Welcome and manaaki whānau tautoko as natural and normal • Understanding and implementing the Health and Disability Consumers Code of Rights, the Health Information Privacy Code <p>Mahi tahī - working collaboratively by:</p> <ul style="list-style-type: none"> • Demonstrates knowledge of Toiora Wellness Centre philosophy and model to accelerate equity of Māori health outcomes • Providing services courteously and respectfully, with regard to the cultural beliefs and needs of patients and their whānau • Responding openly to complaints or feedback. • Working reliably and collegially with other members of the team to ensure whānau receive optimal and efficient care • Committing to support future workforce development opportunities • Develop collaborative working relationships within the team and providers.
<p>Mahi Manukura Compliance with best practice</p>	<ul style="list-style-type: none"> • Practice in accordance with relevant ethical codes • Recognition and reconciliation of conflicts among relevant codes and laws (seeks advice where appropriate) • Application of explicit ethical decision-making processes to ethically complex situations • Knowledge of best practice guidelines in area of practice • Have a working understanding of: Te Tiriti o Waitangi; The Privacy Code 2020; The Code of Health and Disability Services Consumer’s Rights 1996; Accident Rehabilitation and Compensation Insurance Act 1992; Occupational Health and Safety Act 1992
<p>Mahi Manukura Technical skills</p>	<ul style="list-style-type: none"> • Proficiency in the use of personal computers and related software applications required for the role (including Excess, Microsoft Word, Excel, Power Point) • Gather and compile data, information and prepare reports • Ability to monitor, review and/or maintain quality improvement processes and standards • Skill in organising resources and establishing priorities.
<p>Mahi Manukura Compliance</p>	<ul style="list-style-type: none"> • Observe safe work practices and operating procedures and comply with relevant legislation and policies and procedures • Being aware of, and taking action if occupational hazards are identified • Follow company policy to report untoward events/incidents/errors • Understand and implement safe work practices and operating procedures • Take appropriate action to ensure a safe healthy working environment for self and others • Demonstrating a working knowledge of Poutiri protocols and policies with regard to clinical practice • Completing event/incident forms as per Poutiri policy • Completing tasks in a timely fashion, or delegating if absent.

Mahi Manukura Professionalism	<ul style="list-style-type: none"> • Engage in ongoing professional development • Contribute to an environment that nourishes the wairua of people • Staff are familiar with and practice appropriate cultural tikanga for different forms of care • Familiarise and apply Te Pae Mahutonga in practice • Proactively contributes to the realisation of Poutiri Trust’s vision and the attainment of strategic goals, including: <ul style="list-style-type: none"> - Commitment to health, wellness and fitness - A repertoire of waiata for pōwhiri and other occasions is known by staff - Te Reo is freely used throughout the organisation - Cultural occasions are practiced appropriately • The role will be asked from time to time, to perform other tasks to maintain the smooth and effective service of the Wellness Center
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QUALIFICATIONS AND SKILLS

Qualifications and Experience

- Full and clean driver’s license
- Completed Office Administration, Customer Service Certificate and/or MS Office Suite qualification to an intermediate/advanced level
- Able to engage effectively with Māori whānau including use of te reo me ōna tikanga
- General Practice experience
- Attention to detail, customer service and solutions focussed.

- Produce written communication that is clear, concise and logical, and of a high standard that is easily understood by the reader and for Māori audiences and whānau
- Ability to work in a manner that whānau determines as being culturally safe, and to demonstrate ability to apply Te Tiriti o Waitangi
- Comfortable with computerised patient management systems
- Ability to build and maintain effective working relationships with a wide range of people including external stakeholders to facilitate the accomplishment of work goals
- Ability to be flexible and adapt behaviour to reflect diverse situations and people, and deal positively with difficult situations and people
- Exhibit well-developed communication skills that enable clear, relevant and appropriate presentation of ideas, opinions, views and recommendations
- Apply knowledge of policies and procedures and practical experience when developing solutions to field problems
- Know when to seek guidance from others on matters of operational policy and procedure
- Recognise and appropriately escalates issues for wider consideration
- Report writing skills, in particular risk assessment
- Self-Management/ Planning Skills
- Effectively manage time and workload, taking responsibility for learning and development, while maintaining a balance between work and personal life.
- This job description is not exhaustive and may be adjusted periodically after review and consultation. You will also be expected to carry out any reasonable duties, which may be requested for time to time.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> • Poutiri Services
Community	<ul style="list-style-type: none"> • Tapuika • Waitaha • Ngā Kura • Ngā Kohanga Reo • Whānau • Te Arawa Whānau Ora • Women’s refuge • Community organisations and agencies

External	<ul style="list-style-type: none">• Kohanga Reo• Puan Reo• Early Childcare Centers• Ministry of Education• Te Whatu Ora• Te Aka Whai Ora• Te Arawa Whānau Ora• Whānau Ora Commissioning Agency• Manawa Ora
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I have reviewed this job description and I understand my job duties and responsibilities.

Date: _____

Signature

Name: _____