

## SCHEDULE 2

### POSITION DESCRIPTION

TITLE	
Job Title	Medical Receptionist/ Toiora Administrator
Service Location	Poutiri Trust
Reports to	Practice Manager

PURPOSE
<p>Poutiri Trust is a kaupapa Māori charitable trust established in 1997 by Te Whānau Poutirangiora 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>A new Wellness Centre will integrate Poutiri services to provide holistic, proactive, continuous and preventative whānau-centred care. The Toiora 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>

KEY TASKS	EXPECTED OUTCOMES
Mahi Waiora – Reception	<p><b>Mahi waiora - Manaaki whānau at reception by:</b></p> <ul style="list-style-type: none"> <li>• Maintain a friendly, warm and professional approach</li> <li>• 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</li> <li>• All kiritaki/ patients are indicated as 'arrived' in the PMS system</li> <li>• All Kiritaki/patient and/or whānau appointments are accurate and made according to guidelines</li> <li>• Ensure Kiritaki/patients without appointments but who need 'Acute consultations' are booked in to appropriate slots and referred to a GP where necessary.</li> <li>• Assist whānau to enrol</li> <li>• Kiritaki details are maintained, checked on every contact encounter</li> <li>• All calls are answered within 6 rings. If unable to answer all calls, messages must be checked and distributed within 2 business hours</li> <li>• 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</li> <li>• Assist as required during emergencies</li> <li>• Takes responsibility for ensuring reception is secure and confidentiality of information is maintained in accordance with the health Information Privacy Code 2020</li> <li>• Maintain manuhiri health and safety procedures at reception</li> <li>• Ensure reception and waiting areas are kept neat and tidy</li> <li>• Ensure patients are frequently informed regarding waiting times and delays</li> <li>• Always maintain strict patient confidentiality</li> <li>• Provide timely messages to doctors and nurses</li> <li>• Have a thorough knowledge of all Wellness Centre procedures</li> </ul>

Mahi Toiora – Administration	<p><b>Mahi toiora - Improve whānau health by:</b></p> <ul style="list-style-type: none"> <li>• Set-up of new patients into the My Practice PMS</li> <li>• Administration tasks in PMS are completed reliably, efficiently and effectively</li> <li>• Answering incoming telephone calls, ensuring calls are documented and redirected accordingly.</li> <li>• Check emails and fax machine regularly for incoming messages. Send emails and faxes as required</li> <li>• Kiritaki notes are requested from previous provider within 24 hours</li> <li>• Kiritaki details and file is scanned and entered into our PMS within 3 business days</li> <li>• Kiritaki transferring out will have their medical notes sent to their new provider within 10 days</li> <li>• Messages are recorded accurately within the PMS system under tasks</li> <li>• Complete HUHC applications forms for patients who meet the criteria</li> <li>• New kiritaki who wish to register with the Center are registered and then enrolled with the PHO in accordance with the guidelines</li> <li>• Assists with repeat prescription requests within 48 hours</li> <li>• Process and distribute incoming (and outgoing) mail</li> <li>• Process Patient notes and correspondence</li> <li>• Check, monitor and deal with items as they appear in the GP links system</li> <li>• Carry out compliance and quality audits when required</li> </ul>
Mahi Toiora - Financial Management	<ul style="list-style-type: none"> <li>• Balance / reconcile daily banking in accordance with Balance / reconcile daily banking in accordance with guidelines</li> <li>• Financial discrepancies are reported to Practice Manager and investigated</li> <li>• Ensure all whānau services undertaken are charged out in accordance with appropriate protocols</li> <li>• Appropriate procedures are followed when claiming subsidies from any funding agency</li> <li>• Kiritaki are supported to pay on the day of consultation or by direct debit.</li> </ul>
Mahi Whaunaungatanga – Reliability and Trust	<p><b>Mahi whanaungatanga - Maintain trust (professional relationship with patients and whānau) by:</b></p> <ul style="list-style-type: none"> <li>• Understanding the impact of colonisation, privilege and power on health outcomes and engagement</li> <li>• Welcome and manaaki whānau tautoko as natural and normal</li> <li>• Understanding and implementing the Health and Disability Consumers Code of Rights, the Health Information Privacy Code</li> <li>• Demonstrates knowledge of Toiora Wellness Center philosophy and model to accelerate equity of Māori health outcomes</li> <li>• Providing services courteously and respectfully, with regard to the cultural beliefs and needs of patients and their whānau</li> <li>• Responding openly to complaints or feedback.</li> </ul>
Mahi Tahī – Collaboration	<p><b>Mahi tahī - working collaboratively by:</b></p> <ul style="list-style-type: none"> <li>• Working reliably and collegially with other members of the team to ensure whānau receive optimal and efficient care</li> <li>• Develop collaborative working relationships within the team, health services, BOPDHB, WBOPPHO, and non-government public health providers, ACC and relevant non-health agencies</li> <li>• Establish professional relationship with a range of primary and secondary health care providers.</li> </ul>
Mahi Mauriora - Uphold Kaupapa Māori models of practice	<p><b>Mahi mauriora - improve equitable outcomes with a specific focus on Māori by:</b></p> <ul style="list-style-type: none"> <li>• Assist in improving Māori health and reducing health inequalities between Māori and non-Māori</li> </ul>

	<ul style="list-style-type: none"> <li>• Take a proactive whānau ora approach and affirm positive Māori approaches that improve an integrated whānau-centered approach and Māori health outcomes</li> <li>• Promote Māori services delivery systems that value health and social service integration as well as employing whānau centred interventions</li> <li>• Understand service models that address the needs of whānau, hapū, iwi and Māori communities</li> <li>• Enhance physical, spiritual, mental and emotional health, giving whānau control over their own destinies.</li> </ul>
Mahi Manukura - Technical skills	<ul style="list-style-type: none"> <li>• Proficiency in the use of personal computers and related software applications required for the role (including My Practice, Microsoft Word, Excel, Power Point)</li> <li>• Gather and compile data, information and prepare reports</li> <li>• General administrative planning skills, particularly in filing and systems management</li> <li>• Strong understanding of time management and presentation skills;</li> <li>• Ability to monitor, review and/or maintain quality improvement processes and standards</li> <li>• Skill in organising resources and establishing priorities.</li> </ul>
Mahi Manukura - Compliance	<ul style="list-style-type: none"> <li>• Take appropriate action to ensure a safe healthy working environment for self and others</li> <li>• Observe safe work practices and operating procedures and comply with relevant legislation and policies and procedures</li> <li>• Responsible for Cornerstone Accreditation</li> <li>• Coordinate Poutiri accreditation activities and Cornerstone</li> <li>• Demonstrating a working knowledge of Poutiri protocols and policies with regard to clinical practice</li> <li>• Completing event/incident forms as per Poutiri policy</li> <li>• Completing tasks in a timely fashion or delegating if absent.</li> </ul>
Mahi Manukura - Professionalism	<ul style="list-style-type: none"> <li>• Engage in ongoing professional development</li> <li>• Contribute to an environment that nourishes the wairua of people</li> <li>• Staff are familiar with and practice appropriate cultural tikanga for different forms of care</li> <li>• Familiarise and apply Te Pae Mahutonga in practice</li> <li>• Proactively contributes to the realisation of Poutiri Trust's vision and the attainment of strategic goals, including:</li> <li>• Commitment to health, wellness and fitness</li> <li>• A repertoire of waiata for pōwhiri and other occasions is known by staff</li> <li>• Te Reo is freely used throughout the organisation</li> <li>• Cultural occasions are practiced appropriately</li> <li>• The role will be asked from time to time, to perform other tasks to maintain the smooth and effective service of the Wellness Centre</li> </ul>

## KNOWLEDGE, SKILLS AND ABILITIES

### Qualifications

- 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"> <li>• Poutiri Services</li> </ul>
Community	<ul style="list-style-type: none"> <li>• Tapuika</li> <li>• Waitaha</li> <li>• Ngā Kura</li> <li>• Ngā Kohanga Reo</li> <li>• Whānau</li> <li>• Community organisations and agencies</li> </ul>
External	<ul style="list-style-type: none"> <li>• WBOPPHO</li> <li>• Ministry of Health</li> <li>• BOPDHB</li> <li>• Pharmacies</li> <li>• ACC</li> <li>• MOH</li> </ul>