



## Position Description

<b>Position title:</b>	Receptionist	<b>Date:</b>	November 2024
<b>Reports to:</b>	Support Services Manager	<b>Department:</b>	Administration
<b>Number of reports:</b>	Direct: 0 Total (include indirect): 0	<b>Location:</b>	Gillies
<b>Delegated financial authority:</b>	NA	<b>Budget ownership:</b>	<b>No</b>
<b>Level of influence:</b>	<b>Leading self</b>		

## Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

Vision	Purpose
Our vision is for what we aspire.  <b>To help people live their best lives by reimagining healthcare.</b>	Our purpose is why we exist.  <b>To advance the provision of quality healthcare in Aotearoa New Zealand.</b>

## Values and Behaviours

**Teamwork:** We will work together because we know that a strong team will always outperform strong individuals.

**Responsibility:** We will take ownership and pride in our work. We will act with integrity and be accountable for our behaviour.

**Respect:** We will act fairly in a culture of mutual trust and respect.

**Aspiration:** We will aspire to be the best we can be. We will recognise and celebrate success.

## Role Purpose

- To provide professional and customer-focused face-to-face and telephone first point of contact communication
- To provide all clerical and office services to patients / visitors and hospital staff including reception, bookings, managing referrals, accounts payable and receivable and general administration
- To assist in procurement of equipment and supplies

## Key Relationships

### Internal

- General Manager
- PACU / Day Stay Manager
- Theatre Services Manager
- Anaesthetic Team Leader
- SSD Team Leader
- Medical Specialists
- Clinical and non-clinical Staff
- Patients
- Relatives
- Visitors

### External

- SCH National Office Resource Team
- SCH Contracts Team
- Practice Managers
- Medical representatives
- Suppliers
- Maintenance contractors
- Health funders
- Community referrers

## Key Accountabilities

### Customer Service

- Acts as the 'face of NSSC' by displaying consistently respectful, timely, efficient, professional, friendly and appropriate communication in all communication / interactions, both on the telephone and face-to-face
- Ensures all visitor and telephone callers are managed professionally and with compassion
- Ensures the timely distribution of information eg patient movement, messages, OR lists etc
- Actively participates in supporting the hospital and staff to ensure a seamless service for patients, staff, visiting practitioners and visitors

### Administrative Tasks

- All data / documentation is completed in an accurate, timely and professional manner
- All office functions are performed according to hospital procedures e.g. invoice management, patient information, WebPAS, and other relevant data inputting etc
- Invoices are prepared, accurate and available for patients on discharge
- All account enquiries and phone payments are dealt with accurately and in a timely manner

- Responsible for ensuring information e.g. patient files, OR lists, phone lists etc are maintained current, accurate and distributed to ensure information is communicated
- Maintains a functional patient record system, that meets the legislated requirements
- Responsible for supporting hospital requirements for typing / copying and general clerical duties
- Assists in purchasing processes for equipment and supplies including ordering, receipting, reconciliation and processing of accounts payable
- Managing referrals to NSSC

### **Safety, Quality & Risk**

- Actively ensures that the hospital maintains its legal obligations under Acts covering patient information and confidentiality of information
- Participates and supports the hospital to meet and maintain its requirements of the Health and Disability Standards
- Quality auditing processes are supported for all key aspects of administration service delivery
- Incident events are reported appropriately
- Identified risks are reports to the General Manager promptly

### **Other**

- Performs such other duties as reasonably required by the manager in accordance with the responsibilities of the position

### **Health, Safety and Wellbeing**

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities
- Actively participate where improvements to health and safety at SCHL can be made

### **Commitment to the principles of Te Tiriti o Waitangi**

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

### **Commitment to Diversity, Equity and Inclusion (DEI)**

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seek opportunities to include diversity, equity and inclusion practices in everyday work.

### **Commitment to Environment, Social and Governance (ESG)**

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

## Role Requirements

### Experience and skills required:

- Experience working with patient management software
- Exceptional interpersonal and communication skills
- Excellent customer service and phone manner skills
- Clerical / office skills such as invoice management, account enquiries, filing, typing, delivery and purchasing slip reconciliation

### Experience and skills desirable:

- Experience in working within hospital services

### Education and qualifications required:

- Reception skills, keyboard and data entry skills

### Education and qualifications desirable:

- Customer service training

## Leadership Attributes

### Human Centred Leadership

- Empathy
- Adaptability
- Connection

### Performance Coach

- Accountability
- Engagement
- Collaboration

### Change Enabler

- Execution
- Energy
- Contribution