



Position Description

Position title:	Receptionist & Administration Support	Date:	July 2024
Reports to:	Support Services Manager	Department:	Admin
Number of reports:	Direct:0 Total (include indirect):0	Location:	Southern Cross Central Lakes Hospital
Delegated financial authority:	NA	Budget ownership:	No
Level of influence:	Leading self		

Our Organisation

Southern Cross Central Lakes Hospital (SCCLH) received its first patients in January 2022, and has steadily developed a broad range of specialty surgery covering both private and public patients. The joint venture ownership between Southern Cross Healthcare and Central Lakes Trust ensures leading clinical service delivery whilst maintaining a genuine focus to provide healthcare services to the general population across broader Central Otago.

SCCLH currently has two operating theatres, and a mix of day stay and overnight specialty areas of surgery including but not limited to Orthopaedic, Gynae, Urology, Plastics, General, Ophthalmology and ENT.

Being a JV with Southern Cross Healthcare (SCHL) allows SCCLH to enjoy significant direct input from SCHL shared services and leadership direction. SCHL's vision is to help people live their best lives by reimagining healthcare.

Vision	Purpose
Our vision is for what we aspire.	Our purpose is why we exist.
Being jointly owned by Southern Cross Healthcare Limited, we help people live their best lives by reimagining healthcare.	To advance the provision of quality healthcare in the broader Central Otago region, whilst contributing to the overall healthcare outcomes in Aotearoa New Zealand.

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

The purpose of this role is to provide a professional and welcoming contact point for patients, whanau, medical specialists and other health providers. This includes interacting with patients and assisting them with inquiries, which may be face to face or via telephone. A significant part of the role includes administrative tasks such as managing confidential patient information, admitting and discharging patients, troubleshooting and transferring incoming calls, banking, copying and filing of patient notes, supporting the wider accounts and bookings team, organising visitors, clinics and other general administrative duties set out by the Support Services Manager.

Key Relationships

Internal

- Administration Staff
- Hospital Leadership Team
- Medical Specialists
- Nursing staff

External

- Patients and their Whanau
- Visitors
- Medical Specialist Practice Managers
- Visiting specialists running clinics

Key Accountabilities

Management

- Assists Support Services Manager in managing the relationships with medical specialists and their support staff where applicable
- Contract support (ACC, DHB, Affiliated and Fee for Service) under direction of the support Services Manager
- Assists hospital team with day-to-day office tasks and provides clerical support as necessary
- Actively participates in supporting the hospital and staff to ensure a seamless service for patients, staff, visiting practitioners and visitors

Planning

- Activities are planned to meet business needs and the best use of resources
- All aspects of legal compliance that relates to the position are understood
- Participates in planning for implementation of new systems

Quality & Risk

- Quality auditing processes are supported for all key aspects of service delivery
- Contributes to the overall operational effectiveness of Southern Cross Central Lakes Hospital
- Incidents are investigated and reported appropriately using the Incident & Reporting Management System
- Identifies risks and reports to Support Services Manager and/or Health and Safety Lead.

Performance

- Assists in optimising the efficiency of the hospital
- Enhances relationships with internal and external providers
- Works with the team in the implementation of new systems and processes
- Maintains and ensures timely communication with Support Services Manager as appropriate
- All office functions are performed according to hospital procedures management, patient information, Hospital Management System, Tech 1 data inputting etc.

Corporate

- Supports a strong and positive image of the Hospital within the local community and with key internal and external stakeholders
- Maintains a professional appearance and image
- Co-operates with other providers and Specialists

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.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

Role Requirements

Experience and skills required:

- Strong interpersonal skills
- Experience working in front line customer service and communication

Education and qualifications required:

- Microsoft Office/Outlook experience
- Microsoft Excell experience

<ul style="list-style-type: none"> • Effective time management and task prioritisation skills • Ability to troubleshoot • Strong ability to multitask • To work independently and problem solve <p>Experience and skills desirable:</p> <ul style="list-style-type: none"> • Experience working within healthcare 	
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Leadership Attributes	
<p>Human Centred Leadership</p> <ul style="list-style-type: none"> • Empathy • Adaptability • Connection • Teamwork <p>Performance Coach</p> <ul style="list-style-type: none"> • Accountability • Engagement • Collaboration 	<p>Change Enabler</p> <ul style="list-style-type: none"> • Execution • Energy • Contribution • Growth mindset