

Medical Administrator/Receptionist

Kaupapa | Purpose

- Contribute to the smooth and efficient functioning of Wintec Health Services by providing high quality reception and administration support to the patients, doctors, nurses, counsellors and other parties as required
- To co-ordinate, manage and prioritise workflow duties in a caring and supportive manner, to provide an exceptional standard of care to patients at all times
- To ensure that all relevant statutory requirements and quality controls pertaining to the service are met and all policies and procedures are adhered to

Reports to: Health Services Manager

Team: Wintec | Te Pūkenga

Remuneration: \$53,600 - \$70,400

Date: July 2024

Ngā mahi | Do

- All presenting persons are received promptly and courteously, within acceptable timeframes
- Accurate verification, checking and recording of patient/client information
- Appointment system scheduling, coordinating and monitoring utilized and maintained effectively
- Responds and assists with medical emergencies, as per practice policy and procedure
- Takes responsibility for ensuring privacy and confidentiality of information is maintained in accordance with the Health Information Privacy Code 2020
- Daily house-keeping activities to ensure reception area is well maintained, neat and clean
- Occasionally perform other tasks in order to maintain the smooth and effective running of the service
- All patients are enrolled correctly in accordance with Ministry of Health (MoH) and Primary Health Organization (PHO) rules
- Complies with practice enrolment policy and procedures

- Medical notes, transferred in and out accurately and within legislative timeframes
- Supports and resolves IT and technology issues for all staff
- Maintains office supplies, health resources and where applicable restocking of clinical rooms
- Participates and works towards practice achieving NZ College of General Practitioners Foundation Standard's
- Manages and updates all staff legislative certificates and training requirements
- Support Health Services Manager when required
- Serving as communication liaison and advocate between the patient and clinical team
- Incoming communications and correspondence are prioritized with referral to appropriate Health Services team member as per practice policies and procedures
- Preparing outgoing correspondence and forwarding to correct external and internal parties
- Completing accurately and appropriately patient documentation in practice's "PMS" (practice management system)
- Participates in student orientation and induction sessions as required
- Supports and publicises any practice health promotions
- Maintains congenial relationships with all other staff and supports and assists them within their roles
- Identifies areas for improvement in day-to-day work and brings to attention of Health Services team in order that improvement opportunities may be taken
- Participating in audits and using results to identify and implement any improvements to improve the quality of service and customer satisfaction
- Commitment to maintaining knowledge by attending internal and external courses accordingly
- Maintaining required First Aid/CPR competence
- Obtains revenue by accurately invoicing and recording patient services
- All eligible patient's subsidies or funding programs are accurately entered and claimed
- Ensure that outstanding patient fees are collected
- Banking is reconciled at the end of each day with any discrepancies accounted for in accordance with practice guidelines
- Oversee purchase order setup and payments of external supplier invoices
- International students medical and counselling services are invoiced in accordance with insurance companies' guidelines
- Significant hazards in the area of responsibility are identified, documented and reviewed annually or as new hazards emerge

- Significant hazards are eliminated, isolated and/or risk minimised
- Staff in the area of responsibility are involved in the hazard management process
- Observes Wintec’s mission, strategies, priorities and values in all activities
- Follows all Wintec policies and procedures and legislative obligations
- Demonstrates an understanding and commitment to the principles of the Treaty of Waitangi and Equal Employment Opportunities (EEO)
- Demonstrates an understanding of and commitment to Wintec’s mission, strategies, priorities and values
- Promotes equity and diversity in the workplace; builds mutual trust; and treats staff equitably, transparently, fairly and in a culturally appropriate manner
- Undertakes continuous improvement and development of systems, procedures and service to ensure Wintec maintains and develops its position as a leading provider of vocational education and training
- Performs other duties as may be reasonably required from time to time

Demonstrate commitment to:

Te Tiriti o Waitangi. Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

Ākonga at the Centre. Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

Equity. Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

Vocational Education and Training Excellence. Through quality provision for all ākonga, meeting the regional needs of employers and communities.

Pūkenga | Have

- Diploma in relevant discipline
- First Aid/CPR Certificate
- Intermediate to advanced computer skills with experience in MS Office (Word, Excel, Outlook)
- 4-5 years’ experience in a medical reception or similar administrative position
- Ability to relate effectively and sensitively with a wide range of people from a variety of backgrounds and culture

- Previous professional experience in working with a diverse range of people from different cultural backgrounds
- Experience with Intermediate to advanced computer skills in MS Office (Word, Excel, Outlook)
- Experience with Medtech or similar health Practice Management systems
- Works comfortably under pressure and can prioritise workload and deal with multiple tasks while remaining positive, calm and friendly
- Understanding of Tikanga Maori
- Ability to relate effectively and sensitively with a wide range of people from a variety of backgrounds and culture
- Exceptional face to face customer service skills
- Excellent organisational and planning skills including the capacity to set priorities and work to deadlines
- Excellent communication skills, written and verbal
- Strong attention to detail and accuracy
- The ability to work independently, show initiative and work productively within a team environment
- Able to exercise judgement to effectively identify and resolve problems in a timely manner
- Ability to adapt to change and a commitment to fostering productive and co-operative working relationships with Wintec staff and students

Waiaro | Be

Authentic and Inclusive: Promote an environment of inclusion and authenticity, where all contributions are valued, . Be courageous to disrupt inequities for all, including Māori, Pacific and disabled peoples. Hold the conviction that meaningful partnerships with Māori/iwi will contribute to progress for all.

Connected: Integrate waiora-sustainable thinking into your everyday mahi, meeting the needs of the present, without compromising our ability to meet our needs for the future. Embrace the interconnectedness of environmental, social, economic and cultural wellbeing.

Collective: Seek progress over perfection, moving forward with aroha, empathy and persistence. Maintain a focus on results and delivery to build a sustainable, world class, vocational education and training network. Lean into transformation, challenge the status quo and choose courage over comfort to create better results for Toi Ohomai | Te Pūkenga, employers, ākongā and their whānau.

Self-awareness: Navigate yourself, and lead others through change with confidence, understanding how to create the conditions you and others need to thrive. Demonstrate humility, be reflective and self-aware, always seeking to grow personally and as a leader.

Ako: Hold lifelong learning as vital in connection, hauora, and continuous improvement both personally and professionally. No matter your role, recognise your mahi contributes to making a positive difference for our ākonga and their whānau, and their ability to create thriving communities. Recognise Te Tiriti o Waitangi as a powerful mechanism for taking positive action in Aotearoa, and a pathway to achieve equity for all.

Mana tāngata: Contribute to a connected, creative, compassionate workplace, where teams are committed to growth, learning and achieving our shared purpose. Create a safe environment for learning and development, in all you do, including Te Tiriti, equity, academic and professional excellence. Recognise kaimahi and whānau wellbeing are interconnected, when we support personal and professional growth we contribute to Te Oranga/participation in society.

Ngā Hononga Mahi | Working relationships

Internal: Academic Staff, Adiminstrative Staff, Advisors/Consultants, Department Managers. Team Managers/Team Leaders/Coordinators and Student Support Services.

External: Students, SAWIT, Government Agencies, Regional and National Medical Practices, Pinnacle (PHO), MOH, MSD, ACC and Allianz Insurance

Resource delegations and responsibilities:

Financial: Nil

People: Nil