



HERITAGE LIFECARE®

Position Description

Receptionist

Company Overview:

Heritage Lifecare is a provider of Residential Aged Care Facilities throughout New Zealand. We aim to add value and enhance performance for all those in our facilities.

Our employees are united in our common purpose and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients.

Position Overview:

To provide reception duties and administration support services to the facility.

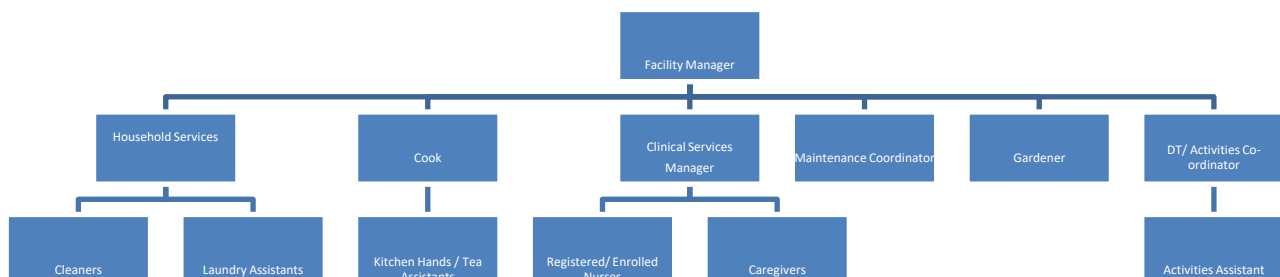
Reports to:

Facility Manager

Functional Relationships:

Clinical Services Manager
All staff of facility
Residents/ Relatives/ Whānau
Visitors
Volunteers
Contractors
All visiting Allied Health Professionals & Practitioners
Operations Manager
Quality Team
Support Office staff

Generic Team Structure:



Key Accountabilities:

Key Tasks:	Performance Standards:
1. To follow policies and procedures of the facility in all matters	Is familiar with all the information and policies and procedure manuals in the policies and procedures Uses correct procedures as outlined in the manuals Is familiar with the Code of Conduct Is familiar with the Heritage Way
2. To provide reception, administrative and support duties and according to standard policies and procedures for the facility	Maintains correspondence and word processing as required Organises mail, invoices as required Maintains an efficient and timely clerical service for the staff of the facility Assists with weekly reports including payroll and other documentation required by support office, support links, DHB and MoH Provides a courteous and helpful reception service to all residents' families/ whānau and visitors to the facility Performs necessary duties as directed by management Communicates with other team members effectively to ensure the service operates smoothly Documentation of discharged and deceased residents are managed within legislative and the facility's policy requirements
3. To maintain the document systems and files of the facility	Understands the manual system and document requirements for the facility Maintains all systems efficiently
4. To manage the Petty Cash and Residents Fund systems accurately	Maintains accurate records according to procedures and systems
5. To liaise with the Head Office as appropriate	Contacts support office staff when necessary
6. To maintain office equipment and systems	Ensures office equipment is in proper working order Follows instructions regarding any equipment or machinery Maintains equipment in a clean, safe and working condition Reports maintenance required on any equipment Liaises with maintenance team or suppliers/servicemen when required
7. To ensure supplies ordered are adequate and appropriate	Office supplies are maintained so that the service will not be interrupted due to lack of supplies Contact is made with suppliers as required
8. To be familiar with and maintain the Office Work Area Manual	Is familiar with all the information and policies and procedures in the Office Work Area Manual Ensures the Manual is up to date

9. To report appropriately to the Facility Manager	Liaise with the Facility Manager regularly and communicate any matters regarding the administration service of the facility Provides reports as required Responds to queries
10. To practice care and economy in the use of supplies, equipment and time	Care is taken to manage supplies economically Equipment is cared for to avoid unnecessary damage Work time is managed efficiently and effectively
11. To respect resident rights	Knocks on residents' door before entering Respects residents' privacy Treats residents with respect Shows respect for residents' belongings Respects confidentiality of residents Respects individual cultural and spiritual needs and values Have an understanding of the HDC Code of Rights
12. To report immediately any resident issues to management	Resident concerns are reported to management
13. To provide a safe caring environment for the residents and their families/ whānau	Takes all precautions to ensure the safety of the residents Speaks in a caring manner to the residents Courteous and helpful to residents/relatives/whānau and visitors Contributes to a homelike environment
14. To be familiar with emergency procedures	Attends compulsory fire and emergency training sessions Fire procedures are known Civil defence procedures are known
15. To contribute to a healthy and safe working environment	Works in a safe manner Understands & maintains the Hazard Register for the office area Manages equipment in a safe manner Ensures equipment is in safe working order & faulty equipment is reported Reports any hazards and works towards eliminating, isolating or minimising them Work areas are kept clean, safe and tidy Reports any work accidents / incidents and completes the required documentation
16. To work effectively in a team	Understands own role & responsibilities within the team and those of other team members Offers assistance to other team members in a helpful manner Adapts routines if required Maintains appropriate channels of communication Maintains a positive attitude
17. To take responsibility for your own education requirements	Seeks to update knowledge & skills by attending in-service sessions relating to job Attends compulsory education sessions Signs the attendance record Maintains an up to date personal in-service record Participates in external study programmes as directed

	Seeks guidance from senior staff when appropriate Participates in annual performance appraisal
18. To contribute to the Quality Improvement Programme of the facility	Understands the Quality system of the facility. Shows a commitment to improving the quality of the service Informs the Facility Manager regarding any change in procedure required & or development of new procedure Contributes to audit & monitoring of services Keeps up to date with current communications Takes minutes of meeting Contributes to the Continuous Quality Programme as required
19. To maintain a professional appearance and attitude of responsibility, loyalty and discretion	Appearance is professional Ensures that the facilities property is treated with care and used only for the purpose intended Demonstrates punctuality and reliability at all times Demonstrates a positive work ethic Demonstrates a positive attitude towards guidance and correction Works well without supervision Performs tasks thoroughly to an appropriate standard Respects and ensures confidentiality.
20. To attend meetings when appropriate	Attends and actively participates in appropriate meetings or keeps up to date with minutes etc.
21. Other Duties	Any other task as reasonably requested by Heritage Lifecare

Financial Authority

Nil

Core Competencies

Reception and Administration	Core Competencies	Adaptability	Adjusts planned work by gathering relevant information and applying critical thinking to address multiple demands and competing priorities in a changing environment. Changes behavioural style or method of approach when necessary to achieve goal; adjusts style as appropriate to the needs of the situation. Responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
		High work standards	Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
		Sound decision making	Recognises problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, and communicates decisions to others.
	Differentiating Competencies	Project management	Undertakes the discipline of initiating, planning, executing, controlling, and closing the work of a team or individually to achieve required goals, quality and success criteria within the time frame required.
		Active learning	Demonstrates eagerness to acquire necessary technical knowledge, skills, and judgement to accomplish a result or to serve a customers needs effectively. Has desire and drive to acquire knowledge and

			skills necessary to perform a job more effectively. Keeps up to date on current trends. Takes responsibility for own development.
		Process improvement	Looks for incremental improvements in work processes and results, looks for ways to streamline work processes, reduce rework, and improve quality and customers offering.
Customer Service	Core Competencies	Solution focused	Seeks to understand the challenge in order to provide or create a workable solution for all parties. Lives in the moment and aims to provide an immediate solution. Ensures the underlying problem is highlighted with the appropriate person in order for the challenge to be managed therefore resolved in the future.
		Resilience	Maintains professional demeanour and deals effectively with pressured and difficult times. Maintains focus and intensity and remains optimistic and persistent, even under adversity. Recovers quickly from and responds constructively to setbacks. Accepts constructive feedback with an open and professional manor
		Builds rapport quickly	Builds a mutually trusting and understanding to ensure all parties involved have the other's best interests in mind. Identifies key stakeholders and seeks to build rapport effectively and efficiently to enable continued care and support is provided and business outcomes are met.
	Differentiating Competencies	Adaptability	Adjusts planned work by gathering relevant information and applying critical thinking to address multiple demands and competing priorities in a changing environment. Changes behavioural style or method of approach when necessary to achieve goal; adjusts style as appropriate to the needs of the situation. Responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
		Authentic	Undertakes work and develops relationships with a competent, credible and reliable approach. Will raise any concerns had in a professional manner and acts in alignment of promises and commitments. Undertakes courageous conversations at the appropriate time and in a professional manner to ensure authenticity is maintained.
		Holistic view	Undertakes all aspects of work by considering the components of not only the actions or process being undertaken there and then but understands and considers all areas to ensure a full view of the workplace / process / situation is considered and understood.

The intent of this position description and person specification is to provide a representative summary of the major duties and responsibilities performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.