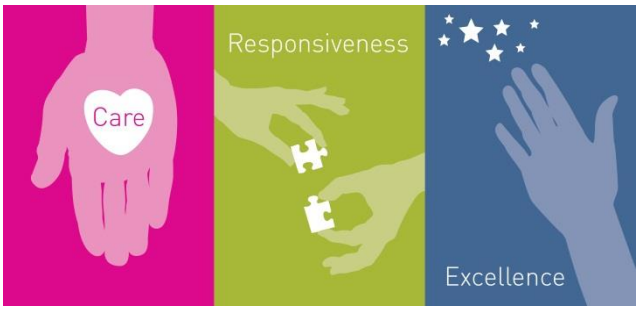
FERTILITY associates | a better understanding
TE RAUHANGA O TE WHARETANGATA



Position Description

Medical Receptionist / Administrator

Position Details	
Employee Name	Click or tap here to enter text.
Position	Medical Receptionist / Administrator
Main Location(s)	Fertility Associates Clinic
Reports to	Admin Team Leader
Direct Reports	None
Key Internal Relationships	Doctors Nurse Team Laboratory Team Colleagues FA Leaders CMG CEO
Key External Relationships	Patients Patient's families and partners General Public / Visitors Suppliers

Our Organisation

Fertility Associates has experienced sustained success and growth within New Zealand as the leading provider of fertility medicine.

Our people and patients are our priority. Having talented, engaged and passionate people demonstrating care, responsiveness and excellence will result in positive patient experiences, and a workplace that we can all be proud of.

Your role is critical in our ability to deliver fertility services that brings hope for our patients, that is world-leading, and enables growth for our people and business.

Position Purpose

The main purpose of your position is to support the team to ensure a smooth running clinic for our patients.

Contribution to our Values

CARE is demonstrated by:

- Understanding and respecting the differing needs of patients and colleagues for communication and information.
- Acting with compassion and diligence at all times
- Provides a variety of services to patients and staff of different levels and needs

RESPONSIVENESS is supported/demonstrated by:

- Providing efficient and empathetic first contact services as receptionist as well as other support
- Working positively within a multiple demand work environment
- Supporting colleagues from all teams to provide consistent quality service

EXCELLENCE is supported/demonstrated by:

- Looking for ways to improve service excellence
- Continuous focus on achieving high standards

Key Accountabilities	
Reception Management	**Expected Outcomes**
• Provide back up to the reception/admin team members on a rostered basis but also when team are on leave/absent. • Greet patients attending the clinic, record arrival, provide information if appropriate about any delays. • Obtain required patient information and enter into MediTex. • Invoice patients and receipt payment for doctors' clinics and services as required. • Ensure waiting room, consultation rooms and the adjacent area is always tidy and welcoming. Water coolers are full and cups available; Brochures always on hand • Perform "start-up" and "close down" duties	• Smooth coverage of reception workload • Every patient and visitor warmly welcomed • Attractive and neat waiting area • Monies collected accurately and courteously • Delays handled with care.
IT Support	**Expected Outcomes**
• Develop MediTex and FA office systems user skills to high level of competence in order to assist new employees learn the system or answer ad hoc queries. • Be first response to IT/office systems issues and solve/escalate the issue. • Provide additional support to Manager IT and Business Support on projects as appropriate. • Can set up new workstations and assist new employees learn the core basics	• Seen as helpful and service-oriented • Skilled and able to help with basic queries • Understands FA's systems and processes • Can coach and support new people
General Administration	**Expected Outcomes**
• Provide support to Administration Team Leader and to the Clinic Manager as required with all general administrative duties, including but not limited to: ○ Filing, typing, photocopying, updating files ○ Patient copies of notes ○ Splitting/merging files ○ Posting and dispatch ○ Patient survey support	• Ad hoc issues handled smoothly • Zero patient complaints • Support tasks prioritised and completed • Willingly responds to any request • Positive feedback from FA colleagues
Communication & Teamwork	**Expected Outcomes**
• Work co-operatively and constructively with other team members to achieve objectives. • Quickly builds effective, respectful working relationships with key stakeholders. • Goes the extra mile to assist others - proactively helps and supports colleagues. • Communicates directly, honestly and respectfully. Avoids gossiping. • Actively seeks feedback to improve and gives constructive, respectful feedback to others.	• Key stakeholders such as colleagues and patients feel respected, heard, and valued. • Team engagement scores in communication and teamwork measures are high. • Is clearly valued as a member of the team. • Key stakeholders recognise, respect and value how you contribute to the team. • Team performance is high, targets are met, and key measures are on track.

Compliance & Continuous Improvement	**Expected Outcomes**
• Contribute to the continuous improvement of processes/protocols within FA • Follow the company safety policies for personal and patient safety. • Seek and use performance feedback to improve own performance • Will bring things to others attention/ raise issues of concern. • Supports colleagues - sharing knowledge and experience to help them do things better/more efficiently. • Raise / report / escalate compliance issues or risks using the appropriate channels.	• Incidents that may impact on the safety, wellbeing, or effectiveness of our people or business are reported in a timely manner. • Incident and quality reporting seen as process for improvement not 'blame'. • Comfortable asking questions, providing feedback, critique and new ideas. • All allocated training and compliance tasks are completed within given timeframes. • Compliance issues, complaints and corrective actions are identified, resolved, and reduce in frequency.
Initiative, Accountability & Positive Attitude	**Expected Outcomes**
• Proactive rather than reactive. Able to avoid mistakes that could/should be anticipated. • Effectively plans and prioritises work in accordance with company and team goals/plans/objectives. • Well prepared and organized. Is punctual and responsive to the workload of others. • Displays optimism and perseveres in the face of setbacks/hurdles. • Actively sets learning/development goals and drives own learning outcomes.	• Achieves accuracy targets. • Finishes all allocated work efficiently and on time. • Works well without supervision. • Positive feedback from patients and colleagues. • Displays a helpful and courteous manner. • Willingly shares learning. • Collaborates with leadership to create learning/development plans and commits to achieving set goals.

Qualifications / Experience / Skills	
Formal Qualifications	• Secondary School
Experience	Desired level of experience in a similar role: ☐ Entry (0-1 Years) ☑ Mid (1-5 Years) ☐ Senior (5+ Years) Experience in the following is <u>required</u>: • 2 years office experience Experience in the following is <u>desirable</u>: • Has previously worked in a healthcare setting.
Certifications / Licence Pre-requisites	• None required
Technical Knowledge Required	• Sound data entry skills • Excellent attention to detail and high level of accuracy • High level computer skills – able to navigate multiple systems
Systems / IT Platforms	Standard business tools: ☑ MS Word (Intermediate) ☑ MS Outlook (Intermediate) ☑ MS Excel (Basic)
Interpersonal Skills	• Ability to maintain strict level of confidentiality • Excellent interpersonal skills • Ability to make decisions and solve problems independently • Culturally competent and sensitive to the needs of others regardless of age, sex, race or religion and relates to people in an open, confident and friendly manner. • Demonstrate empathy, tolerance and understanding, especially with distressed patients.
Other role specific requirements	• Demonstrates effective time management with proven ability to efficiently plan and organise workload to meet service needs • Self-motivated, organised and pragmatic • Flexible and resilient • Understands the need for and demonstrates professional appearance and standard of dress appropriate to a professional organization • Can work well in a busy environment

Review & Approval			
Last Reviewed By:	Renee Ramakers	**Date:**	June 1, 2022
Approved By:	Nadine Koruna	**Date:**	June 1, 2022