

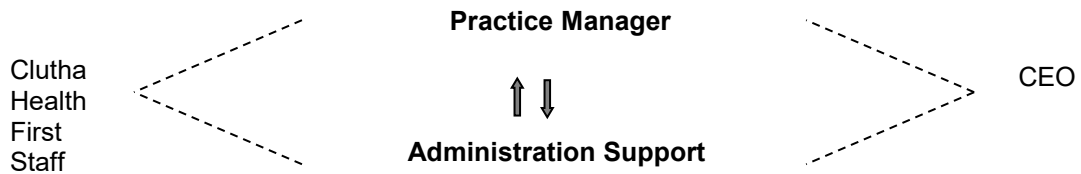
**Clutha Health First
Position Description**

Position Title: Administration Support

Location: Clutha Community Health Company Limited *trading as* Clutha Health First.

Responsible to: Practice Manager

Organisational Relationship



Position Holder's Name : _____

Position Holder's Signature : _____

Team Leader's Name : _____

Team Leader's Signature : _____

Date : _____

Treaty of Waitangi

Clutha Health First recognises the special relationship between Maori and the Crown and has an understanding of the articles/principles of the Treaty of Waitangi. As an employee you will be required to develop an understanding of the cultural concepts, values and tikanga that might affect the well being of Maori patients.

Health and Safety

Clutha Health First is committed to achieving the highest level of health and safety for its staff. All employees are expected to take initiative and identify, report and resolve issues that may cause harm to themselves or others in the organisation. As an employee Clutha Health First, the health and safety of clients, patients and colleagues, as well as your own, are your responsibility. You are expected to work safely at all times, and to actively participate in the health and safety programs. It is expected that you will report all accidents or potential hazards to your manager and to participate in and comply with the requirements of the Health & Safety in Employment Act 1992 plus amendments and associated CHF procedures.

- Work practices ensure safety for self and others
- Advice or assistance is sought before commencing an unfamiliar work practice
- Hazards are identified, control plans documented, hazards eliminated, minimised or isolated.
- Comply with Clutha Health First incident reporting and Health & Safety policy
- Emergency management procedures and compulsory/compliance education and training completed.

Quality and Risk

Clutha Health First is committed to continuous quality improvement. Our focus is to improve our practice and the quality of care received by patients. Our goal is to embed continuous improvement in our daily activities, by focusing on improving systems and processes, enhancing our communication with other health providers and increasing consumer involvement.

Purpose of the Position

To deliver quality reception, clerical and telephony services in a timely and efficient manner, ensuring Clutha Community Health Company Limited philosophy, priorities and standards of practice are met.

Note: This job description has been prepared to assist in appointment. All Clutha Health First job descriptions are subject to review from time to time and therefore may be revised after consultation with the employee to suit changing service requirements.

Nature of Scope and Responsibilities	
Accountabilities and Performance Measures	
<i>Accountabilities</i>	<i>Performance Measures</i>
Reception Duties	<p>Patients are received appropriately and promptly on their arrival and where appropriate nursing staff are informed.</p> <p>On arrival patients are correctly recorded within the MedTech patient management system.</p> <p>Where a patients appointment is expected to be delayed by >10mins then the affected patient must be informed and regularly advised of updates to their anticipated wait time.</p> <p>Maintain reasonable observation of patients waiting and advise nursing or medical staff should any patient or visitors actions, condition or manner give cause for concern. Where patients generate a cause of concern the Triage Nurse should be advised and asked to review the patient.</p> <p>Ensure that the reception and waiting area are maintained in a presentable manner at all times</p> <p>All appointments are to be made in accordance with the departments' guidelines.</p> <p>All patients are to receive an encounter slip to validate their recorded demographic information. Where this information is revised by the patient the MedTech system must be updated before that day's close of business.</p> <p>All reasonable efforts must be taken to ensure that the encounter slip is returned by the patient after their consultation.</p> <p>All reasonable efforts must be taken to ensure that any due consultation fee is paid prior to the patient leaving the facility or ensure acceptable alternative payment arrangements have been made.</p> <p>All patients should be charged accurately and in accordance with the schedule of fees and charging guidelines.</p> <p>All payments are to be recorded and receipted accurately.</p> <p>The appointment books should be correctly 'cashed up' at close of business each day.</p> <p>All appointment books must be checked at least daily and at close of business to ensure that these are clear of comments, notations or advisories. Remaining information should reflect only patient bookings/attendances.</p> <p>Can demonstrate the ability to identify urgent messages/calls and ensure the appropriate individual is contacted or made aware of these with the minimum of delay.</p> <p>Will have demonstrated the ability to recognise limits of knowledge and/or experience, and hence transfer inquires appropriately.</p>

<p>Telephonist Duties</p>	<p>Telephone answered promptly within 3 rings and messages relayed accurately.</p> <p>Be conversant with the telephone system and related equipment.</p> <p>Appointments are to be made accurately in accordance with Department guidelines.</p>
<p>Administration Duties</p>	<p>Ensure information is collected and collated in line with Clutha Health First Health Records and clinical records procedures and legislation.</p> <p>Clinical information is scanned and uploaded accurately into the identified patients clinical record in MedTech and HealthViews within one working day of receipt</p> <p>Patients enrolling into the practice are registered in accordance with its policy and guidelines (including requesting patient notes, generation of a patient file and data entry onto the MedTech system.</p> <p>Patients transferring out of the practice or deregistering are managed in accordance with the prevailing policies and guidelines.</p> <p>Coordinate appointments and bookings for Radiology, various meeting rooms and vehicles.</p> <p>Photocopy and distribute/post typed material and any other material as required.</p> <p>Ensure filing is done accurately on a daily basis as far as practicable and within one working day of its arrival</p> <p>Ensure that stationary and other supplies are maintained at the prescribed or appropriate levels.</p> <p>Deal appropriately, effectively and in a timely manner with all incoming correspondence.</p>
<p>Maintain High Standards of Performance</p>	<p>Patient confidentiality must be maintained at all times. Any documentation containing a patients name or other readily identifying information must not be visible or accessible by members of the public or others who have no legitimate right to sight that information.</p> <p>Patients and their details must not be discussed or disclosed with others who have no legitimate right to that information.</p> <p>Demonstrate individual responsibility and maintain accountability for own work practice.</p> <p>Meet the performance expectations as identified in the Staff Development Performance Appraisal process.</p> <p>Undertake annual CPR, OOS, Fire Training and any other service requirement training as per Clutha Health First CQI plan and procedures.</p> <p>Perform all duties in a responsible manner; with due care for the health and safety of self and other employees, patients and the general public, within the limit of his/her knowledge base.</p>

<p>Ensure the provision of a safe and clean environment for patient, staff and visitors</p>	<p>Ensure appropriate reporting of incidents, equipment faults and problems to the Manager.</p> <p>Practice is safe and meets legal requirements.</p> <p>Practice protects and enhances individual rights.</p> <p>All records are maintained to meet policy and procedure requirements.</p>
<p>Maintain good communication and interpersonal relationships within Clutha Health First</p>	<p>Act in a professional manner in relationships with all staff to enhance interdisciplinary harmony within the hospital.</p>
<p>Adopt a philosophy which encourages flexibility, cooperation, collaboration and co-ordination of service delivery in an integrated patient orientated system</p>	<p>Ensure all policies, procedures and standards of practice of CCHCL, relevant Acts, Regulations, Employment contracts and statutory obligations are adhered to, in the interest of client safety, good employer requirements of the Health & Disability Services Act and within the principles of Equal Employment Opportunity, the Treaty of Waitangi and recognition of Tangata Whenua.</p> <p>Actively participate in quality assurance activities.</p> <p>Be flexible and prepared to work outside traditional boundaries to develop flexibility and achieve efficiency.</p>
<p>Assumes responsibility for personal professional/work education and development</p>	<p>Maintains and/or extends knowledge and skill base required for effective performance.</p> <p>Negotiates with management to attend appropriate education and training.</p> <p>Participates in own performance appraisal annually.</p>

Person Specification

Work Experience

- Clerical experience preferably in the health sector.
- Basic word processing skills.

**Preferred Skills/
Knowledge**

- Knowledge of Windows and Microsoft packages.
- Knowledge of medical terminology.
- Able to work within Clutha Health First's aims, objectives and values.
- Able to maintain confidentiality and use discretion.
- Able to demonstrate a high level of ability to communicate with colleagues, other health professionals, clients and family members/whanau.
- Able to maintain accurate and up-to-date records, in accordance with the Clutha Health First documentation standards.
- Ability to plan own workload so that priority tasks are carried out on time with a minimum of supervision.
- A commitment towards on-going self-development.
- Ability to work as an effective member of a team.
- Flexible attitude to work outside boundaries of the position when requested.
- Alert, reliable, thorough, mature, have integrity and initiative.
- Have an appropriate presentation and standard of personal care and grooming.

Physical Task Requirements

The following denote the key physical requirements for the job

- Standing
- Sitting
- Walking
- Light lifting
- Repetitive arm, hand and finger movements
- Use of minor office equipment e.g. calculators, staplers, pens
- Operating machinery/equipment e.g. photocopiers, printers
- Mental activities require high level of concentration, accuracy and organisation.

Relationships

Internal Relationships: Inter-disciplinary members of the health service team including independent contractors in other sectors.

External Relationships: Patients and their families/whanau/representatives

Performance Measures

- Set realistic measurable goals for own performance and assume responsibility for acquiring knowledge/experience to meet those goals.
- Plans for growth and undertakes change based on regular self-evaluation and the Staff Appraisal process.
- Participates in an annual Staff Appraisal with the Team Leader.