

## Role Description

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<b>Job Title:</b>	<b>Kaitari – Administrator/Receptionist</b>
<b>Department:</b>	Hauora Heretaunga – Medical and Dental
<b>Responsible to:</b>	<b>Practice Support Manager</b>
<b>Purpose Statement:</b>	To provide effective and efficient administration and reception support to the Medical and Dental Services and its team.
<b>Mission:</b>	Mauri Ora ki te Mana Maori Realising Whānau Potential
<b>Values:</b>	<p><b>Whānaungatanga:</b> We are customer driven / whānau led and actively foster and form positive relationships, partnerships, alliances and connections</p> <p><b>Kotahitanga:</b> We are kaupapa driven and work with each other and others to enhance Whānau potential</p> <p><b>Kaitiakitanga:</b> We exhibit custodianship and are stewards of our resources to advance the kaupapa</p> <p><b>Whakamana:</b> We are outcome focused and recognise, respect and uphold mana.</p>
<b>Relationships:</b>	<p><b>Internal</b> - TToH Staff, Management, Administration, Hauora Staff, Operations Support, Clinical Governance Committee</p> <p><b>External</b> – Whānau, patients, HBDHB, PHO, GP's, Dentists, Schools, Dental Services, Pharmacies, Laboratories, Hauora Sector Stakeholders, Networks</p>
<b>VCA Role:</b>	Children's Worker
<b>Structure:</b>	Refer to Structure Chart

## KEY ACCOUNTABILITIES

### *Kaupapa Te Taiwhenua o Heretaunga*

- Contribute to the delivery of effective, integrated, whānau-led services as part of a team and individually
- Work with manager and colleagues in a respectful and professional manner at all times maintaining focus on the kaupapa and doing what it takes to advance the kaupapa.
- Develop knowledge of the wider support network that TToH offers whānau, and promote whānau access to that support
- Understand and promote all aspects of the TToH Kaupapa
- Adhere to and apply TToH values in all aspects of TToH's work
- Participate in TToH kaupapa activities, including karakia, waiata and marae noho
- Take opportunities for cultural development to advance understanding, competence and contribution to the kaupapa
- Participate in TToH systems including the Management Operating System (MOS) and Tu Kahikatoa performance system, to maintain focus and achievement of performance deliverables
- Adhere to organisational and professional quality standards and work within team to promote continuous improvement of policies, procedures and practices
- Participate in regular peer supervision and/or professional supervision
- Work in a reflective manner and take opportunities for self-development

### *Scheduling*

#### *Patient Bookings*

- Patient appointments are scheduled accurately and successfully according to appointment scheduling matrix
- Patient bookings are consistent with clinician availability, ensuring double bookings are managed appropriately
- Failed To Attend (DNAs) are minimised according to management expectation and are recorded accurately in appointment templates
- Cancellations and Back-Fill are managed appropriately
- Confidentiality of patient information is maintained and the requirements of the Privacy and HIPC Act are met
- Ensure all visitors are received promptly and patients are indicated as arrived in the PM system
- Rescheduling of appointments when and if required.

#### *Clinical Rosters*

- Clinical availability and space (rooms, vehicles and mobile unit) are fully utilised
- Clinician appointments are at optimal capacity as per clinician KPIs
- Clinician and locum cover is arranged and approved during staff absence

- Appointment schedules have been arranged to accurately reflect staff availability
- Appointment templates have been closed off accurately and within a timely manner when advised of changes

### ***Patient Administration***

#### *Enrolments*

- Patient enrolments are managed in accordance with practice guidelines ensuring the enrolment flow chart has been followed accurately
- Patient information is recorded accurately and regularly reviewed and updated
- Patients are fully informed of rights and obligations at time of enrolment and orientation
- Patients have been made aware of fee schedule and rules relating to paying invoices etc.
- Enrolment drop offs are managed within a timely manner ensuring no loss of income due to administrative process failure
- Patient files have been created and filed accurately ensuring integrity of data
- Transfer in and out have been managed according to practice guidelines
- Patient notes have been transferred in and out accurately ensuring business rules have been followed and documentation has successfully been made in PM system

#### *Customer Service*

- Consistently relieving reception staff during scheduled breaks and absences ensuring no less than 2 staff are manning the reception area at all times
- Patients are greeted and departed in a friendly and accurate manner
- Overflow of reception telephone calls are promptly and consistently managed
- Accurate messages are recorded and distributed to appropriate staff member
- Patient confidentiality is maintained at all times
- Patients complaints are directed to management if and when presented

#### *Information*

- Records are readily available, accurate and stored securely
- All incoming and outgoing mail is processed and circulated accurately and promptly
- Filing is processed within one business day
- The compliance requirements of HIPC Act, in relation to retention and storage of patient information files, is managed
- Outgoing communication including scripts are processed promptly and within practice guidelines ensuring no delays for patients and external networks

## ***Financial Administration***

### *Invoicing*

- Comprehensive knowledge of pricing, invoicing and claiming is maintained, regularly reviewed and managed
- All staff are fully aware and consistently applying correct pricing, invoicing and claiming
- All patients and funders are correctly invoiced for services
- Regular audits of staff claiming are conducted and reported
- Outstanding debtors are recovered within allocated timeframes and statements are issued where needed to both patients and account holders

### *Payment and Debtors*

- All payments are accurately and promptly received with any variations are promptly reported to management
- Daily banking is managed in accordance with Finance Department policy
- Debts are minimised
- All outstanding debtors are contacted regularly and reported
- Correct reconciliation of funding and incoming payments is maintained, any discrepancies are promptly reported to management for follow up
- Day book is managed accordingly ensuring correct claims have been made
- Follow up of unpaid claims or invoices and necessary steps taken to ensure no loss of income. Completion of regular audit to avoid back log of overdue payments

## ***General Administration***

### *Data Integrity*

- All data within Patient Management Systems (PMS) is accurate and maintained
- All PMS and data feedback reports are actioned and reported within specified timeframes
- All forms are consistent and regularly reviewed and updated

### *Reporting*

- All management and funder reports (PMRs, Monthly, Quarterly & Annual) are completed in accordance within timeframes
- Responding to reporting/query requests from management within timeframes
- Assistant gathering data as requested to fulfil data requirements for monthly and quarterly reporting
- Format and manipulate data as needed to provide accurate reporting data to funders

### *HR Administration*

- Staff timesheets, leave, training and professional development records and applications are accurate and processed in a timely manner

- Staff absences are promptly notified to management
- Support new staff recruitment and orientation ensuring appropriate scheduling has been put in place and staff member has necessary resources to be able to carry out their orientation and daily duties
- New staff orientation is organised in compliance with practice guidelines and orientation schedule

#### *Meetings & Hui*

- Tahi, Clinical Meetings and stakeholder meetings are scheduled, with agenda and previous minutes supplied prior to meeting
- Minute taking for clinical meeting ensuring correct record of actions is maintained
- Powhiri are organised according to organisational standards
- External attendees have been organised/notified and issued with agenda where needed

#### *Equipment & Supplies*

- Stock levels of stationery and clinical supplies are kept at an adequate level
- Liaison with purchasing officer with ordering and purchasing of goods
- All office equipment is maintained in good working order
- A register of scheduled maintenance required for medical equipment is maintained and utilised
- Completion of necessary paperwork for approval of purchasing goods and services as required for the practice
- Regular restock of clinical areas ensuring resources are available for clinicians and maintained within maximum/minimum levels

#### **Key User and Systems Knowledge**

- Maintain knowledge and skills on systems relevant to role
- Provide system assistance and support to other staff when requested
- Provide support with new system implementation and updates
- Assist and work constructively with system difficulties and during outages

#### **Whānau Ora Practice**

- Develop understanding of the communities that TToH works with
- Be responsive to whānau needs and apply a holistic approach to aligning those needs, priorities and aspirations with the care and support they are offered
- Apply Te Ao Māori world view, tikanga and TToH values, to establishing trust, building rapport, and working with whānau
- Set high expectations of success in outcomes for whānau. Empower, motivate, and build whānau capability and connectedness; support whānau toward achieving independence

- Build and maintain knowledge and understanding of TToH values and internal/external channels of care and support available for whānau
- Work collaboratively with other TToH staff to enable the provision of flexible and integrated care and support for whānau
- Build long-term relationships between TToH and whānau through contract activities, values-based support and cultural connection

### ***Team***

- Be a resource to the team. Work collaboratively; contribute and share knowledge, skills, abilities to achieve organisation and whānau goals
- Initiate and nurture effective working relationships with team members, experts and networks
- Manage workload in accordance with all relevant standards and contract requirements, meeting assigned milestones and targets
- Carry out assigned duties as directed by manager, remaining flexible and able to carry out different tasks or work in different teams as required
- Prioritise attendance at Team meetings to ensure consistent messaging and understanding, and delivery of care and support to whānau or colleagues
- Provide support and training to others as part of in-service training in areas of expertise

### ***Quality and Development***

- Assist in the development of service plans on an annual basis with quarterly and monthly review periods.
- Participate in service audits as requested.
- Participate with the team in continuous quality improvement processes.
- Contribute to all service/contracted objective, targets, and outcomes.

### ***Sector Knowledge***

- Maintain knowledge, understanding and current developments of relevant sector to inform service delivery.
- Identify and understand the local trends and barriers for whānau through engagement and feedback.

### ***Health and Safety***

- Work safely and keep others safe at work, maintaining familiarity with health and safety policy and procedures.
- Promote and participate in health and safety, maintaining a safe workplace, and ensuring that any safety equipment is used correctly at all times.

### ***Other Duties***

- Carry out additional duties from time to time as requested by management.  
The key accountabilities of the role may change from time to time so that TToH is able to adapt to changes in the business environment.

## **PERSON SPECIFICATION**

### ***Essential Qualifications***

- Relevant qualification or experience in administration and file management systems.
- Current Full Driver's License??

### ***Desirable Qualifications***

- Diploma in Administration Management or Office Systems
- Degree in Business Studies
- Certificate in Health Service Management or Hauora
- Current First Aid certificate
- Child Matters basic training or similar

### ***Essential Knowledge and Experience***

- Knowledge of kaupapa Māori, tikanga Māori and Te Reo Māori.
- Experienced in administration of health services
- Experienced medical and dental business and quality systems
- Wide knowledge of Ministry of Health, DHB and primary health systems
- Knowledge of health and disability related legislation and compliance standards
- Computer literate – able to use Microsoft Office applications, and MedTech 32 and Titanium patient management systems effectively
- Excellent communication skills – written, verbal and visual.
- Able to de escalate and manage challenging clients
- Able to prioritise and organise workload effectively without supervision.
- Goal and objective focused.
- Consistent, reliable work ethic and able to work independently or as part of a team.
- At least one of:
  - Experience in reception and managing incoming calls and room bookings
  - Archiving and record keeping

### ***Desirable Knowledge and Experience***

- A clear understanding of Te Tiriti o Waitangi.
- Service sector relevant skills.
- Experience working effectively with Māori whānau.
- Understanding of issues facing Māori, particularly related to health and socioeconomic issues

## **PERSONAL ATTRIBUTES**

### ***Essential***

- Strong work ethic
- Able to carry out the physical aspects of the role
- Can do attitude
- Team player
- Committed to whānau development
- Confident, Resilient, Resourceful and Flexible
- Committed to learning Tikanga and Te Reo Māori
- Honest and reliable
- Flexible and adaptable
- Self-motivated
- Able to work under pressure