

Position Description

Employment Agreement:	PSA National Health Administration Workers Collective Agreement
Position Title:	Ophthalmology Receptionist & Administrator
Service & Directorate:	Medical
Location:	Southland Hospital
Reports to:	Clinical Admin Manager
DHB Delegation Level:	n/a
Number of direct reports:	none
Date:	January 2025

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing

We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.	Being sincere: We listen, hear, and communicate openly and honestly. We treat people how they would like to be treated.	Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.	As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population

Promote the integration of health services across primary and secondary care services

Seek the optimum arrangement for the most effective and efficient delivery of health services

Promote effective care or support for those in need of personal health or disability support services

Promote the inclusion and participation in society and the independence of people with disabilities

Reduce health disparities by improving health outcomes for Māori and other population groups

Foster community participation in health improvement and in planning for the provision of and

changes to the provision of services

Uphold the ethical and quality standards expected of use and to exhibit a sense of social and

environmental responsibility

PURPOSE OF ROLE

Provide friendly, efficient, and professional reception service and booking support to Ophthalmology Admin Service -by:

- Providing reception and front counter service
- Preparing patient files and documentation for clinics
- Booking patients and outcoming clinics as required

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies	
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets firsthand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect; Recognise that everyone is entitled to consideration and respectful care without prejudice.
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; does not misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Role Specific Competencies	
Listening	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
Informing	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organisation; provides individuals information so that they can make accurate decisions; is timely with information.
Process Management	Good at figuring out the processes necessary to get things done; knows how to organise people and activities; understands how to separate and combine tasks into efficient workflow; knows what to measure and how to measure it; can see opportunities for synergy and integration; can simplify complex processes; maximises outcomes from available resources.
Planning	Accurately scopes out length and difficulty of tasks and projects. Sets objectives and goals. Breaks down work into the process steps. Develops schedules and task/people assignments. Anticipates and adjusts for problems and roadblocks. Measures performance against goals. Evaluates results.
Priority Setting	Spends their time and the time of others on what is important. Quickly zeros in on the critical few and puts the trivial many aside. Can quickly sense what will help or hinder accomplishing a goal. Eliminates roadblocks. Creates focus.
KEY RELATIONSHIPS	
Within Southern	External to Southern
<ul style="list-style-type: none"> Other Southern Staff 	<ul style="list-style-type: none"> Patients and whanau
<ul style="list-style-type: none"> Managers at all levels of the organisation 	<ul style="list-style-type: none"> Visitors
<ul style="list-style-type: none"> Clinical Admin 	<ul style="list-style-type: none"> Stakeholders
<ul style="list-style-type: none"> Elective Services/ACC Manager 	<ul style="list-style-type: none"> Other agencies
PERSON SPECIFICATION	

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> Minimum 3 years secondary school 	
Experience	<ul style="list-style-type: none"> Excellent computer skills, including knowledge of Microsoft Word, Excel, and Outlook (e-mail). Previous employment in an admin/reception role where strong customer service had been required. 	

Knowledge and Skills	<ul style="list-style-type: none"> • Knowledge of office systems and procedures • Excellent typing and keyboard skills (database/data entry) 	
Personal Qualities	<p>Ability to understand and follow written and verbal instructions. Sets high standards of performance Ability to work well in a team and foster good interpersonal relationship. Willing to support and assist other staff as required. Respect the privacy of individuals when dealing with personal information. Attention to detail a priority Ability to demonstrate strong personal initiative Willingness to improve processes and efficiency</p>	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Reception	
<p>Staffing Ophthalmology Service reception:</p> <ul style="list-style-type: none"> • Incoming visitors, including patients, are acknowledged and provided with exceptional customer service. • Greeting patients on entry to Ophthalmology Service, confirming/updating details and processing their arrival in real time • Enquiries via reception phone (including message banks) and email addresses are monitored, answered, and acted on in a timely manner. • Receiving incoming mail 	<p>All reception duties are completed, and patients are arrived in real time:</p> <ul style="list-style-type: none"> • All patient arrivals are entered into the PAS and changed patient details updated. • Enquiries (both physical and by phone) are answered where possible or redirected as appropriate. • Patient details are up to date in the patient management system. • Patient files contain up to date information including patient labels. • Incoming mail is received and dated, regularly throughout the day • Incoming paperwork is receipt dated and distributed
Ophthalmology -Service Support	
<p>Provide high quality administrative support to the Ophthalmology Secretaries,</p> <ul style="list-style-type: none"> • Respond to requests for information (phone, email and in person) from stakeholders, including colleagues and patients. • <u>•</u> Data entry of patient and diagnostic information. • Processing appointment outcomes/follow ups/patient discharges. • Booking clinics as requested. • Daily mail room duties as rostered (including opening and sorting mail, and actioning requests as appropriate). • Participate in team meetings and discussions. • Offer suggestions re service, system and workflow improvements when appropriate. • Manage own workflow to enable effective service delivery (Keeping up to date with organisation, team, and system changes and updates, adjusting workflow as required) 	<ul style="list-style-type: none"> • Responses to enquiries are provided within service delivery time frames in a format appropriate to the enquiry and its priority (e.g. in person, by phone, by written communication). • Data, including patient and diagnostic information, is kept accurate and up to date in hospital systems. • <u>•</u> Incoming phone calls are answered, and enquiries actioned; phone messages are cleared and acted on within agreed timeframes. • Booking tasks are completed within expected timeframes. • Incoming written communications (including digital) are read and acted upon within agreed timeframes.

<ul style="list-style-type: none"> Review and update, set up and maintain effective electronic and paper filing systems to store data and process documentation required by the service. 	<ul style="list-style-type: none"> Incoming mail is collected, sorted, and distributed and outgoing mail is delivered to mailroom on a daily basis. Data and documentation relevant to the service can be accessed quickly from electronic and paper filing systems. Own work and patient enquiries are prioritised according to agreed priority matrices.
Clinical notes – E-records	
<p>Preparing day of clinic files:</p> <ul style="list-style-type: none"> Receiving files from Clinical Records Arranging patient files by clinic and appointment time Ordering files for additional patients, or for missing files Printing and attaching patient labels Printing clinic outcome sheets 	<p>Day of clinic files are prepared and ready for use prior to commencement of clinic.</p> <ul style="list-style-type: none"> Incoming files from Clinical Records are received and sorted Patient files are arranged by clinic and in order of appointment Upcoming clinics are monitored and additional or missing patient files are ordered and received prior to clinic commencement Patient stickers are provided in the requested format and quantities Clinic outcome sheets are printed
Other Duties	
<p>Undertaking other duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p> <p>Act as a role model for Te Whatu Ora – Health New Zealand, Southern’s Organisational Values.</p>	<ul style="list-style-type: none"> Requests for assistance in own and other areas are responded to positively, demonstrating adaptability and willingness. You conduct yourself in the workplace in ways that demonstrate the organisations values.
Professional Development – self	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> Training and development goals are identified/agreed with your manager. Performance objectives reviewed annually with your manager. You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with Te Whatu Ora, Southern Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> You understand and consistently meet your obligations under the organisations Health and Safety policy/procedures. You actively encourage and challenge your peers to work in a safe manner. Effort is made to strive for best practice in Health and Safety at all times.
Treaty of Waitangi	
<p>Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day-to-day basis.</p>	<ul style="list-style-type: none"> <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each

	<p>partner takes account of the needs and interests of the other.</p> <ul style="list-style-type: none"> • <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. • <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.
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Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

CHANGES TO POSITION DESCRIPTION

From time to time, it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date