

Position Description | Te whakaturanga ō mahi
Health New Zealand|Te Whatu Ora

Title	Receptionist Te Kāika Well Being Hub Health New Zealand (Health NZ) Southern			
Reports to	Charge Nurse Manager Fourth Floor and Frederick Street Outpatients			
Location	Te Kāika Wellness Hub			
Department	Fourth Floor and Frederick Street Outpatients, Surgical and Radiology Directorate			
Direct Reports	0		Total FTE	1.0
Budget Size	Opex	N/A	Capex	N/A
Delegated Authority	HR	N/A	Finance	N/A
Date	January 2025			
Job band (indicative)	3C			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Te Mauri o Rongo – The New Zealand Health Charter

In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart and spirit	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i>
Rangatiratanga	Identifying, supporting, and establishing leaders at all levels to serve, guide and inspire	<i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i>
Whanaungatanga	We are a team of teams working together, providing each other with a sense of belonging	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i>
Te Korowai Manaaki	Seeks to embrace, support, and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

About the role

Te Kāika Wellbeing Hub is a village of integrated services established as a Treaty-based partnership between Te Kāika - Ōtākou Health, Te Manatū Whakahiato Ora - Ministry of Social Development and Health New Zealand-Te Whatu Ora. Its vision is to provide He Korowai Manaaki (a cloak of care and support) for whānau in a safe community space. Particularly aimed at improving health and wellbeing outcomes for all Māori, Pacific Peoples and low-income whānau and communities in Dunedin, this will be an integrated hub offering a range of health and social services with access for everyone. Services and care will be delivered within a wraparound, whānau-centred model that uplifts and empowers people and communities to take ownership of their wellbeing and resources. Whānau hapū and iwi aspirations are embedded throughout all services provided.

The primary purpose of the role is to:

Provide friendly, efficient, and professional reception and service support to Te Kāika Wellbeing Hub, Health NZ Southern and referral loading support to Outpatient Services.

- Providing reception and front counter service
- Managing electronic and paper filing systems and procedures relevant to the Te Kāika Wellbeing Hub, enabling quick access to information
- Manage meeting room bookings and provide administrative support for booked appointments
- Processing internal and external referrals to the Outpatient specialities
- Outcoming accepted and declined referrals and production of associated correspondence
- Supporting the teams to log onto computers and trouble shoot any IT problems incurred
- Demonstrating excellent customer service skills, by listening and interacting with stakeholders in a courteous, polite, and responsive manner while adhering to relevant established protocols.

The referral processing portion of this role will be completed in the reception area during periods of low patient volume. The ratio of referral work will vary daily proportionate to the reception and administration support duties.

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Reception	
<p>Staffing Te Kāika Wellbeing Hub 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 Te Kāika Wellbeing Hub, 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. Updating clinic board to show daily clinic information Checking patient pre-clinic requirements are met 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. Pre-clinic requirements for arriving patients are identified and checked, patients are directed appropriately Incoming mail is received and dated throughout the day
Te Kāika Wellbeing Hub service support -	
<p>Provide high quality administrative support to the Te Kāika Wellbeing Hub, contributing to efficient and effective service delivery.</p> <ul style="list-style-type: none"> Respond to requests for information (phone, email and in person) from stakeholders, including colleagues and patients. Data entry of patient and diagnostic information. 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 	<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. Incoming phone calls are answered, and enquiries actioned; phone messages are cleared and acted on within agreed timeframes. Incoming written communications (including digital) are read and acted upon within agreed timeframes. Data and documentation relevant to the service can be accessed quickly from electronic and paper filing systems.

<p>organisation, team, and system changes and updates, adjusting workflow as required)</p> <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 and Te Kaika Wellbeing Hub. • Assist staff to log in to systems and access digital resources. • Order stationery and supplies required by the service. 	<ul style="list-style-type: none"> • Own work and patient enquiries are prioritised according to agreed priority matrices. • Staff are logged in to HNZ systems and have access to all required resources (records, printers, etc.). Troubleshooting is provided to resolve access issues, and alternate solutions presented where required. • Requested supplies and stationery are ordered in a timely manner, with regular consumables monitored and ordered prior to exhaustion. • Quotes for orders are sourced as required.
Referrals	
<p>Assist with referral tasks to ensure internal and external referrals to the specialities covered by the service are processed and outcome within agreed upon timeframes.</p> <ul style="list-style-type: none"> • Receipt of referrals for the specialities that use the Outpatient Service via Southern electronic systems (ERMS, SIPICS, HCS) and mail. • Loading referrals into PAS accurately according to agreed processes. • Facilitate and monitor the triaging of referrals to departments to ensure they are completed in a timely manner. • Sourcing additional documentation from Southern electronic systems to complete patient referral for triage. • Process triaged referrals according to outcome. • Inform GPs of declined referral notifications within service delivery time frames by electronic means, mail or phone. 	<ul style="list-style-type: none"> • All referrals received in Outpatient Service are processed daily • Referral details and descriptions are accurate inpatient management system • Patient information is up to date in PAS. • All referrals are loaded into relevant systems within service delivery time frame (currently <1 working day of date stamp) • All required triage information is sourced and attached to the referral prior to triage (Electronic or Paper) • Referral and triage information is passed to specialties for triaging within agreed upon timeframes (Electronic or Paper) • All accepted referrals returned from triage are entered into PAS electronic system(s) within agreed upon timeframes • Declined referrals are closed in electronic system(s) and documents generated and sent to GP and patient advising them of outcome of referral within service delivery timeframes • All paper documentation is sent for storage/digitization per agreed processes on completion of the referral process. • All triaged referrals are outcomed in electronic system(s).
Health and Safety	

<p>Take all practicable steps to ensure personal safety and the safety of others while at work, in accordance with HNZ Health, Safety and Wellbeing policies, procedures and systems.</p> <ul style="list-style-type: none"> • Act as a Health and Safety representative • Perform Fire Warden duties • Always Strive for best practice in Health and Safety. • Actively encourage and challenge your peers to work in a safe manner. 	<p>Health and safety representative requirements are fulfilled including attending H&S meetings, representing workers in health and safety matters, investigating workers' health and safety complaints, monitoring health and safety measures, inquiring into health and safety risks, making work health and safety recommendations, providing feedback, and promoting the interests of workers who have been harmed at work (including arrangements for rehabilitation and return to work).</p> <ul style="list-style-type: none"> • Risks, health and safety incidents and issues are reported on the appropriate system • Fire warden duties are carried out in accordance with requirements and best practice.
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.

Key Result Area	– All Health New Zealand
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses
Culture and People Leadership	<ul style="list-style-type: none"> • Lead, nurture and develop our team to make them feel valued. • Prioritise developing individuals and the team so Health New Zealand has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others. • Provides leadership that shows commitment, urgency and is visibly open, clear and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally. • Implement and maintain People & Culture strategies and processes that support provide an environment where employee experience,

	<p>development and performance management drive achievement of the organisation's strategic and business goals.</p> <ul style="list-style-type: none"> Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo (the Health Charter, once developed), ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened
Innovation & Improvement	<ul style="list-style-type: none"> Be open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. Model an agile approach –tries new approaches, learns quickly, adapts fast. Develops and maintains appropriate external networks to support current knowledge of leading practices
Collaboration and Relationship Management	<ul style="list-style-type: none"> Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same.
Health & safety	<ul style="list-style-type: none"> Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. Taking all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. Lead, champion, and promote continual improvement in health and wellbeing to create a healthy and safe culture
Compliance and Risk	<ul style="list-style-type: none"> Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware

Matters which must be referred to the Te Kāika Wellbeing Hub Supervisor

- Patients wanting to complain
- Issues raised by visiting clinicians

Relationships

Internal	External
<ul style="list-style-type: none"> All Health New Zealand staff 	<ul style="list-style-type: none"> Patients and Whānau
<ul style="list-style-type: none"> Te Kāika Wellbeing Hub Supervisor 	<ul style="list-style-type: none"> Stakeholders. Ōtākou Health and Ministry of Social Development
<ul style="list-style-type: none"> Service Managers and Leaders 	<ul style="list-style-type: none"> General Practitioners and other referrers
<ul style="list-style-type: none"> Booking administrators across all services 	<ul style="list-style-type: none"> Visitors
<ul style="list-style-type: none"> Human Resources 	<ul style="list-style-type: none"> Wellsouth PHO
<ul style="list-style-type: none"> Finance 	<ul style="list-style-type: none"> Community organisations
<ul style="list-style-type: none"> Patient Affairs 	<ul style="list-style-type: none">

• Facilities and Property	•
• Digital Team	•
• Communications	•
• Other departments: Human Resource Group, Finance, Supply, Building & Property, Patient Affairs, Transport, booking administrators across all services.	•

About you – to succeed in this role.

You will have

Essential:

- Experience in implementing Te Tiriti o Waitangi in action.
- Customer service experience in a busy or demanding environment
- Excellent computer skills: proven experience in use of Microsoft Word, Excel, Publisher and Outlook (email) with the ability to learn other job specific programmes.
- Knowledge of office systems and procedures
- Willingness to learn new systems and programmes.
- Evidence of good literacy and numeracy skills
- Ability to understand and follow written and verbal instructions.
- Ability to work well in a team and foster good interpersonal relationship.
- Willingness to support and assist other staff as required.
- Attention to detail a priority
- Ability to demonstrate strong personal initiative
- Willingness to improve processes and efficiency
- Experience being sensitive to cultural needs and diverse cultures' ways of seeing and doing.

Desirable:

- Knowledge of Health Sector
- Experience with Health and Safety representative responsibilities

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity
- Maintain an exceptionally high level of confidentiality.

- Set work priorities and meet deadlines.
- Evaluate situations and identify existing problems or opportunities.
- Proactively seek solutions to problems.
- Set high standards of performance
- Respect the privacy of individuals when dealing with personal information.
- Be adaptable and flexible – open to change (positive or negative).

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Acknowledged / Accepted

Employee

Date

Manager

Date