



### Position Description

Employment Agreement:	PSA Clerical Collective Agreement
Position Title:	Receptionist/Administrator
Service & Directorate:	Administration Team
Location:	Oamaru Hospital
Reports to:	Corporate Services Director
Date:	03/05/2022

### Core Purpose

**To champion, enable, and provide sustainable, trusted, quality health services within our community.**

### Our Values:

#### *People and Community First*

<i>Brave / Māia</i>	<i>Respect / Whakaute</i>	<i>Excellence / Kairangatira</i>	<i>Growth / Tipu</i>	<i>One Team / Kotahi Tima</i>
<i>We aim high and strive to improve what we do.</i>	<i>Our actions &amp; decisions are based on a foundation of respect.</i>	<i>Leading healthcare quality every day, that makes a difference in the life of the community.</i>	<i>Growth of our business allows us to increase the good we do – for our community and our people.</i>	<i>Work together as one diverse and inclusive team for the good of the community.</i>

### Purpose of Role

1. Deliver consistent, skilled, and high-quality front-of-house customer service to patients and the public entering the hospital.
2. Provide effective support and customer service to patients, visitors, colleagues and visiting clinicians to ensure our services throughout the hospital are delivered to a consistently high standard, and in accordance with principles of Nga Paerewa ti Tiriti and HealthNZ.
3. Provide general office administrative duties to the organisation and the various departments as may be required

### Key Objectives

Activity	Outcome
Deliver outstanding customer service.	<ol style="list-style-type: none"> <li>1. Build and support customer/client relationships to a level where patients, the public and staff experience a high level of satisfaction.</li> <li>2. Work to continuously improve customer service delivery in all matters pertaining to the receptionist function.</li> <li>3. Maintain a positive, problem-solving approach to any challenging situations which may arise.</li> </ol>
Reception management	<ol style="list-style-type: none"> <li>1. Manage all aspects of the main reception function effectively and efficiently, with a highly-organised and professional approach.</li> <li>2. Present as the 'face of the business' its core purpose and values, remaining calm and working in with other team members during times of peak activity.</li> </ol>

## 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	
<b>Customer Focus</b>	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand 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 satisfaction.
<b>Integrity and Trust</b>	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; doesn't misrepresent him/herself for personal gain.
<b>Drive For Results</b>	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.
<b>Managing Diversity</b>	Manages all kinds and classes of people equitably; deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; hires variety and diversity without regard to class; supports equal and fair treatment and opportunity for all.
ROLE SPECIFIC COMPETENCIES	
Listening	<ul style="list-style-type: none"> <li>Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees</li> </ul>
Problem Solving	<ul style="list-style-type: none"> <li>Clarifies problems, identifies facts and responds by addressing or redirecting as appropriate</li> <li>Finds satisfactory solutions by investigating alternatives</li> <li>Seeks advice and approval when applicable</li> <li>Is objective and considers all points of view</li> </ul>
Time Management	<ul style="list-style-type: none"> <li>Assesses, prioritises and organises to achieve targets and objectives from a team perspective</li> <li>Informs team members or service leader appropriately of delays or potential issues</li> <li>Successfully manages situations associated with a busy office environment</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>Uses initiative to support and encourage the success of the service</li> <li>Fosters a positive work environment by role modelling professional behaviour in a team environment</li> <li>Assist other administrative staff when and where necessary to contribute to the efficient and effective operations of the organisation</li> </ul>
Confidentiality	<ul style="list-style-type: none"> <li>Upholds an impeccable professional standard of confidentiality and adheres to the current legislation of the privacy act and the health information privacy code</li> </ul>

KEY RELATIONSHIPS	
Within Waitaki District Health Services Ltd	External to Waitaki District Health Services Ltd
<ul style="list-style-type: none"> <li>Corporate services Director</li> </ul>	<ul style="list-style-type: none"> <li>Patients/Whanau, Visitors, Contractors</li> </ul>
<ul style="list-style-type: none"> <li>Service Leaders</li> </ul>	<ul style="list-style-type: none"> <li>Southern DHB Technology and Services Team</li> </ul>
<ul style="list-style-type: none"> <li>Senior Management Team</li> </ul>	<ul style="list-style-type: none"> <li>External Healthcare Providers and Service Providers</li> </ul>
<ul style="list-style-type: none"> <li>Administration Team</li> </ul>	<ul style="list-style-type: none"> <li>Rest Homes / Retirement Villages</li> </ul>
<ul style="list-style-type: none"> <li>All Staff of WDHSL</li> </ul>	

## PERSON SPECIFICATION

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

	ESSENTIAL	DESIRABLE
<b>Experience</b>	<ul style="list-style-type: none"> <li>Qualifications or certificates in administration/secretarial related studies</li> <li>NCEA Level 2 (or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>Qualification in Business/Secretarial Administration or studying towards</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>A calm, well-organised and positive approach to daily tasks and interactions, maintaining a focus on Nga Paerewa ti Tiriti and HealthNZ principles.</li> <li>Be able to recognise and deal with increased stress in self and have the ability to cope under pressure.</li> <li>An ability to prioritise work, meet deadlines and take responsibility for work plus demonstrate the ability to be flexible and cope with fluctuating work demands.</li> <li>A high level of verbal and written communication skills.</li> <li>Be computer savvy, able to use word processing, spreadsheets and other relevant software technology, seek ways to leverage technology to achieve improvements in outcomes and have excellence as the standard of output.</li> </ul>	<ul style="list-style-type: none"> <li>Health Sector Experience</li> <li>Knowledge of basic computer hardware</li> <li>Knowledge of Quality Assurance and Audit systems</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Commitment and personal accountability.</li> <li>Excellent interpersonal skills, including ability to work effectively with people at all levels of the organisation, working with the principles of Nga Paerewa ti Tiriti and HealthNZ.</li> <li>Acts with discretion, sensitivity and integrity at all times in all interactions with others and maintains an exceptionally high level of confidentiality and diplomacy.</li> <li>Is adaptable and flexible, has a positive approach and is resilient in times of change.</li> <li>Has initiative and self-motivation with excellent organisational and time management skills.</li> </ul>	

### Other Duties

Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.	<ul style="list-style-type: none"> <li>You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> <li>You produce work that complies with processes and reflects best practice.</li> <li>Research undertaken is robust and well considered.</li> </ul>
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### Professional Development – Self

Identifying areas for personal and professional development.	<ul style="list-style-type: none"> <li>Training and development goals are identified/agreed with your manager.</li> <li>Performance objectives reviewed annual with your manager.</li> </ul>
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	<ul style="list-style-type: none"> <li>You actively seek feedback and accept constructive criticism.</li> </ul>
<b>Quality Improvement</b>	
Promoting and maintaining a quality improvement approach into all work.	<ul style="list-style-type: none"> <li>Demonstrate a positive personal commitment to the culture of continuous quality improvement by ensuring quality values are integrated into personal daily practice</li> <li>Actively contribute to the implementation and ongoing maintenance of continuous quality improvement processes in their area according to a planned annual programme</li> <li>Lead and support quality improvement activities in all departments/areas of WDHSL</li> </ul>
<b>Health, Safety and Wellbeing</b>	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the WDHSL's Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> <li>You understand and consistently meet your obligations under WDHSL's Health and Safety policy/procedures. <ul style="list-style-type: none"> <li>You actively encourage and challenge your peers to work in a safe manner.</li> <li>Work towards creating an atmosphere where staff support each other and workplace violence and bullying is not tolerated</li> </ul> </li> <li>Effort is made to strive for best practice in Health and Safety at all times.</li> </ul>
<b>Treaty of Waitangi</b>	
Giving effect to the principles of the Treaty of Waitangi through your interaction with others on a day to day basis.	<ul style="list-style-type: none"> <li><b>Tino rangatiratanga:</b> The guarantee of tino rangatiratanga, which provides for Māori self-determination and mana motuhake in the design, delivery, and monitoring of health and disability services.</li> <li><b>Equity:</b> The principle of equity, which requires the Crown to commit to achieving equitable health outcomes for Māori.</li> <li><b>Active protection:</b> The principle of active protection, which requires the Crown to act, to the fullest extent practicable, to achieve equitable health outcomes for Māori. This includes ensuring that it, its agents, and its Treaty partner are well informed on the extent, and nature, of both Māori health outcomes and efforts to achieve Māori health equity.</li> <li><b>Options:</b> The principle of options, which requires the Crown to provide for and properly resource kaupapa Māori health and disability services. Furthermore, the Crown is obliged to ensure that all health and disability services are provided in a culturally appropriate way that recognises and supports the expression of hauora Māori models of care.</li> <li><b>Partnership:</b> The principle of partnership, which requires the Crown and Māori to work in partnership in the governance, design, delivery, and monitoring of health and disability services. Māori must be co-designers, with the Crown, of the primary health system for Māori.</li> </ul>

## 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 (Name and signature)

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Date

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Manager (Name and signature)

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Date