



POSITION DESCRIPTION

Position Title: Receptionist and Medical Administrator

Business area: Cancer Care Centre

FTE: As per Conditions of Employment

Reports to: Administration Team Leader

Our Vision	Leading cancer care in Aotearoa – we bring inspiration and innovation together to positively impact the lives of New Zealanders.
Our Mission	To be the patient's choice for world class cancer care delivered by people with passion.
Our Values	<p>Excellence</p> <ul style="list-style-type: none">• We deliver outstanding care to our patients with a focus on continuous improvement. <p>Resilience</p> <ul style="list-style-type: none">• We are flexible and responsive to the needs of our patients and our people. <p>Collaboration</p> <ul style="list-style-type: none">• We work in partnership with our patients, their whanau, and our staff. <p>Integrity</p> <ul style="list-style-type: none">• We act with authenticity and to the highest standard of performance and conduct.

Position Objective:

- To deliver an exceptional reception and medical administration service for the patients and colleagues of the Cancer Care Centre, providing a high standard of first impressions for all those interacting with the Centre.
- To provide other administrative support as required to the Oncologists and Cancer Care colleagues.
- To be familiar with and comply with the mission vision and values of St George's Hospital and St Georges Cancer Care Centre

Functional Relationships

Internal:	External:
<ul style="list-style-type: none"> • General Manager – Cancer Care Centre • Consultant Oncologists • Radiation Therapy Manager • Medical Oncology and Haematology Manager • Chief Physicist • Medical Physicists • Registered Nurses • Information Technology colleagues • Receptionists & Medical Transcriptionists • Patient Coordinators • All other St George’s Hospital and cancer Care Centre colleagues 	<ul style="list-style-type: none"> • Te Whatu Ora • General Practitioners • Other Oncology related organizations • Referrers • Insurance companies

Key Areas of Accountability

Area of Accountability	Expected Results
Reception work	<ul style="list-style-type: none"> • Manage phone calls and be responsive to patient and stakeholder enquiries. • Process referrals in a timely manner in accordance with procedures. • Manage patient enquiries. • Appointments are accurately scheduled, coordinated, and patients/staff are notified. • Clinic coordination, room scheduling and clinic administrative support. • Patient payments are received and receipted.
Medical Administration	<ul style="list-style-type: none"> • Work with the administration team leader to support the smooth administration processes of the Centre. • Process referrals including registration in TRAK and MOSAIQ. • Communicate with internal and external services to support a high standard of patient care coordination. • Support the transcription service where required, including timely letter processing. • Manage taxi bookings and reconcile receipts. • Ensure Healthpoint is kept up to date.
General admin duties	<ul style="list-style-type: none"> • Scanning documents • Processing mail • Other duties as required
Interpersonal Relationships/Teamwork/ To ensure effective teamwork and contribute to the achievement of St George’s/ St Georges cancer Care Centre vision and strategic plan To communicate effectively with patients, colleagues,	<ul style="list-style-type: none"> • Appreciates and respects the contribution of others within the team. • Contributes positively to the goals of the team and the organisation. • Communicates honestly and openly with other team members. • Fosters co-operation across clinical and administrative groups. • Models St George’s / St Georges Cancer Care Centre values.

Area of Accountability	Expected Results
other health professionals and the public.	
Professional Development To maintain a high level of professional development	<ul style="list-style-type: none"> • Undertakes responsibility for meeting all the mandatory requirements of the Professional body and the Organisation. • Ensures staff performance and development is undertaken according to hospital policy and participates in an annual performance appraisal and the setting of performance objectives. • Identifies own learning requirements/deficits and develops a plan in conjunction with your manager to redress these. • Fosters an environment conducive to learning, enquiry and research.
Quality Improvement To maintain a high level of quality improvement	<ul style="list-style-type: none"> • Participates actively in quality improvement activities. • Initiates, participates in and evaluates audits and uses outcomes to improve service provision. • Participates in other appropriate quality improvement activities as requested/required. • Participates actively in the maintenance of the ACC Workplace Safety Management standards, Ministry of Health Certification and QHZN Accreditation process status. • Documents and reports accidents and incidents accurately in accordance with Hospital policy. • Actively participates in quality assurance programmes and audits, to monitor and improve standards of care, completing requested documentation and audit activities within specified timeframes. • Supports continuous quality improvement.
Organisational Culture To support a strong and positive image of St George's /St Georges Cancer care Centre within the community and with key internal and external stakeholders	<ul style="list-style-type: none"> • Promotes harmonious working relationships within the department and with departmental "Users". • Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for a "customer focus". • Assists in facilitating positive inter-departmental relationships. • Maintains confidentiality in respect to St George's operations, business, employees, clients and patients. • Adheres to St George's policies and procedures.
Cultural understanding and commitment to Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Demonstrates an understanding of and commitment to our responsibilities of Te Tiriti o Waitangi. • Respects diversity of cultural, this may include age, gender, sexuality, ethnicity, culture, disability, or beliefs.
Health & Safety To ensure a safe working environment	<ul style="list-style-type: none"> • Complies with and supports all health and safety policies, guidelines, and initiatives. • Ensures all incidents, injuries and near misses are reported reviewed and evaluated
Organisational effectiveness To contributes to the cost effectiveness and changing needs of the hospital/ Cancer Care Centre business	<ul style="list-style-type: none"> • Sets appropriate priorities for workload. • Looks for ways and means to actively and effectively promote cost effectiveness. • Accurately completes cost accounting documents as appropriate.

Area of Accountability	Expected Results
Other duties To undertake other duties from time to time as requested by the practice manager	<ul style="list-style-type: none"> Performs such duties in a timely, accurate manner and in accordance with St George's Hospital/ St Georges Cancer Care Centre policies and procedures.

Qualifications, Experience and Personal Qualities

	Essential	Desirable
Qualifications		
Experience & Knowledge	<ul style="list-style-type: none"> Medical Reception working experience 	<ul style="list-style-type: none"> Oncology specific administrative work MOSAIQ patient management system Fin 1 finance system Private health experience
Personal Attributes	<ul style="list-style-type: none"> Excellent communication skills Flexibility with hours and workload to meet the needs of the service Empathy Efficient and effective time management skills 	

Agreed by:

Signed: _____
 (Employee)

Date: _____

Signed: _____
 (General Manager Cancer Care)

Date: _____