



## POSITION DESCRIPTION

**Position Title:** Receptionist/RO Booking coordinator

**Date Reviewed:** Feb 2022

**Business area:** Cancer Care Centre

**FTE:** As per Conditions of Employment

**Reports to:** Practice Manager

**Approved by:** Viv Ali Practice Manager

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### Position Objective:

To deliver an exceptional reception and booking service for the patients and staff of the Cancer Care Centre To provide other administrative support as required to the Oncologists and Cancer Care staff To be familiar with and comply with the mission vision and values of St George's Hospital and St Georges Cancer Care Centre
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### Functional Relationships

Internal:	External:
Clinical Directors, Physicists, Practice Manager, Radiation Therapists, Oncologists, Nurses, Information Technology staff, SGHI staff, and other administration and allied health staff	Cancer Society, CDHB Oncology Service, Christchurch Radiology Group (CRG), and other Cancer related organizations, and referrers, Insurance companies, Elekta MOSAIQ team

## Key Areas of Accountability

Area of Accountability	Expected Results
<b>Reception work</b>	<ul style="list-style-type: none"> <li>• Manage phone calls</li> <li>• Process referrals including registration in TRAK and MOSAIQ</li> <li>• Manage/ triage patient enquiries</li> <li>• Appointments are accurately scheduled, co-ordinated, and patients/staff are notified</li> <li>• Clinic coordination / preparation including Oncologist absences</li> <li>• Patient payments are received and receipted</li> </ul>
<b>Bookings</b>	<ul style="list-style-type: none"> <li>• Manage Radiation Oncology treatment bookings including               <ul style="list-style-type: none"> <li>- Accommodation referrals</li> <li>- CT planning</li> <li>- RT treatment schedules</li> <li>- Manage preapproval with insurance companies</li> </ul> </li> </ul>
<b>General admin duties</b>	<ul style="list-style-type: none"> <li>• Scanning documents</li> <li>• Processing mail</li> <li>• Other duties as required</li> </ul>
<b>Interpersonal Relationships/Teamwork/</b> 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, other health professionals and the public.	<ul style="list-style-type: none"> <li>• Appreciates and respects the contribution of others within the team.</li> <li>• Contributes positively to the goals of the team and the organisation.</li> <li>• Communicates honestly and openly with other team members.</li> <li>• Fosters co-operation across clinical and administrative groups.</li> <li>• Models St George's / St Georges Cancer Care Centre values.</li> </ul>
<b>Professional Development</b> To maintain a high level of professional development	<ul style="list-style-type: none"> <li>• Undertakes responsibility for meeting all the mandatory requirements of the Professional body and the Organisation.</li> <li>• Ensures staff performance and development is undertaken according to hospital policy and participates in an annual performance appraisal and the setting of performance objectives.</li> <li>• Identifies own learning requirements/deficits and develops a plan in conjunction with your manager to redress these.</li> <li>• Fosters an environment conducive to learning, enquiry and research.</li> </ul>
<b>Quality Improvement</b> To maintain a high level of quality improvement	<ul style="list-style-type: none"> <li>• Participates actively in quality improvement activities.</li> <li>• Initiates, participates in and evaluates audits and uses outcomes to improve service provision.</li> <li>• Participates in other appropriate quality improvement activities as requested/required.</li> <li>• Participates actively in the maintenance of the ACC Workplace Safety Management standards, Ministry of Health Certification and QHNZ Accreditation process status.</li> </ul>

Area of Accountability	Expected Results
	<ul style="list-style-type: none"> <li>• Documents and reports accidents and incidents accurately in accordance with Hospital policy.</li> <li>• Actively participates in quality assurance programmes and audits, to monitor and improve standards of care, completing requested documentation and audit activities within specified timeframes.</li> <li>• Supports continuous quality improvement.</li> </ul>
<p><b>Organisational Culture</b> 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</p>	<ul style="list-style-type: none"> <li>• Promotes harmonious working relationships within the department and with departmental "Users".</li> <li>• Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for a "customer focus".</li> <li>• Assists in facilitating positive inter-departmental relationships.</li> <li>• Maintains confidentiality in respect to St George's operations, business, employees, clients and patients.</li> <li>• Adheres to St George's policies and procedures.</li> </ul>
<p><b>Cultural understanding of the Treaty of Waitangi</b> To promote cultural awareness within St George's Hospital and St Georges cancer care centre</p>	<ul style="list-style-type: none"> <li>• Understands and has knowledge of the Treaty of Waitangi and the implications in nursing practice.</li> <li>• Promotes an awareness of ethnic and cultural differences, religious beliefs and obligations relating to the Treaty of Waitangi.</li> <li>• Displays cultural sensitivity and a willingness to work positively with organisational strategies to improve outcomes for Maori.</li> <li>• Respects diversity of cultural and religious beliefs amongst staff and patients.</li> <li>•</li> </ul>
<p><b>Health &amp; Safety</b> To ensure a safe working environment</p>	<ul style="list-style-type: none"> <li>• Accepts personal responsibility regarding occupational safety and health requirements.</li> <li>• Ensures compliance with hospital security requirements and is vigilant in all matters of security.</li> <li>• Recognises safety hazards and initiates appropriate corrective actions.</li> <li>• Attends fire and evacuation lectures and participates in drills as required.</li> <li>•</li> </ul>
<p><b>Organisational effectiveness</b> To contributes to the cost effectiveness and changing needs of the hospital/ Cancer Care Centre business</p>	<ul style="list-style-type: none"> <li>• Sets appropriate priorities for workload.</li> <li>• Looks for ways and means to actively and effectively promote cost effectiveness.</li> <li>• Accurately completes cost accounting documents as appropriate.</li> </ul>
<p><b>Other duties</b> To undertake other duties from time to time as requested by the practice manager</p>	<ul style="list-style-type: none"> <li>• Performs such duties in a timely, accurate manner and in accordance with St George's Hospital/ St Georges Cancer Care Centre policies and procedures.</li> </ul>

**Qualifications, Experience and Personal Qualities**

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

**Agreed by:**

Signed: \_\_\_\_\_  
**(Employee)**

Date: \_\_\_\_\_

Signed: \_\_\_\_\_  
**(Chief Executive Officer)**

Date: \_\_\_\_\_