

## *Position Description: Receptionist/Ward Clerk*

Business area: Any Reception or Ward area

FTE: As per Conditions of Employment

Reports to: Clinical Information Manager/Charge Nurse/Charge Midwife

### *Position Objective:*

- To greet and assist patients, visitors and others to St George's Hospital
- To provide clerical support for the patient admission process.

### *Functional Relationships:*

<b>Internal:</b>	<b>External:</b>
<ul style="list-style-type: none"> <li>• Patient Care Manager</li> <li>• Clinical Information Manager</li> <li>• Receptionists</li> <li>• Charge Nurses</li> <li>• Charge Midwife</li> <li>• Bookings Coordinator</li> <li>• Operating Theatre Manager</li> <li>• Nursing Coordinator</li> <li>• Department Heads</li> <li>• Clinical Records</li> <li>• All other St George's staff</li> </ul>	<ul style="list-style-type: none"> <li>• Radiology</li> <li>• Clinicians and their staff</li> <li>• Patients</li> <li>• Visitors</li> <li>• Contractors</li> <li>• Couriers</li> <li>• Taxis</li> </ul>

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### *Key Areas of Accountability:*

<b>Area of Accountability</b>	<b>Expected Results</b>
<b>To provide site reception &amp; support to the nursing team with the patient admission process</b>	<ul style="list-style-type: none"> <li>• Greets all patients, visitors, clinicians &amp; staff with a positive and helpful attitude</li> <li>• Helps maintain workplace security by following relevant workplace procedures.</li> <li>• Handles all phone calls in a courteous and efficient manner. Directs calls to appropriate staff when necessary. Supplies information that is accurate and relevant.</li> <li>• Ensures patient admission details have been received and the form has been fully completed. Follows up on any patients where details have not been received.</li> <li>• Audits all admission forms to confirm if RN pre-op check is required</li> <li>• Ensures the required information is provided to clinicians and in a timely manner.</li> <li>• Inputs patient data into patient management system accurately and in a timely manner to ensure all patient documentation is ready for the nursing staff.</li> <li>• Prints out information required by nursing team as required.</li> <li>• Prepares the records for admission ensuring all relevant documentation is included and any relevant information from previous admissions is printed and filed in the record</li> <li>• Phones patients prior to admission to instruct them where to present</li> <li>• Checks off all the following days admissions with the Booking &amp; Theatre lists to ensure all records are prepared</li> <li>• Manages mail, faxes and parcels deliveries in a timely manner</li> <li>• Manages daily on-line newspaper orders for the site</li> <li>• Uses the following programmes on a daily basis: Trendcare, Trakcare, Finance One, paging system, DV TDM, EFTPOS, Intranet, On-location, Mitel phone system, eCab, Fairfax on-line,</li> </ul>
<b>To provide support to the finance team</b>	<ul style="list-style-type: none"> <li>• Processes EFTPOS, cash &amp; cherub payment and receipting using Finance One.</li> <li>• Manages a daily float.</li> <li>• Ensures correct Payer and Plan are entered against each admission episode in Trakcare.</li> </ul>
<b>To provides support &amp; backup in any reception or ward area</b>	<ul style="list-style-type: none"> <li>• Covers vacant shifts in ward &amp; other reception areas and is competent with workflows in these areas</li> </ul>
<b>Interpersonal Relationships/Leadership and Teamwork</b>	<ul style="list-style-type: none"> <li>• Develops and maintains strong relationships with all customers</li> <li>• Responds promptly and appropriately to clinician requests and seeks advice from clinical managers when appropriate</li> <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 values.</li> </ul>
<b>Quality Improvement</b>	<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 actively in the maintenance of the ACC Workplace Safety Management standard.</li> </ul>



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	<ul style="list-style-type: none"> <li>• Documents and reports accidents and incidents accurately in accordance with St George's policies.</li> <li>• Participates actively 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>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Identifies own learning requirements / deficits and develops a plan in conjunction with Manager to redress these.</li> <li>• Fosters an environment conducive to learning, enquiry and research.</li> <li>• Participates actively in the performance review process.</li> </ul>
<b>Organisational Culture</b>	<ul style="list-style-type: none"> <li>• Fosters co-operation across the organisation.</li> <li>• Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for customer focus.</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> <li>• Assists in facilitating positive inter-departmental relationships</li> </ul>
<b>Cultural understanding of the Treaty of Waitangi</b>	<ul style="list-style-type: none"> <li>• Understands and has knowledge of the Treaty of Waitangi and its implications.</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> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Ensures accidents and untoward incidents occurring in the department are reported.</li> <li>• Takes reasonable care for personal health and safety.</li> <li>• Takes reasonable care that own acts or omissions do not adversely affect the health and safety of other persons.</li> <li>• Complies, as far as is reasonably able, with any reasonable instruction that is given to allow St George's to comply with the Health and Safety at Work Act 2015.</li> <li>• Co-operates with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to workers.</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>• Participates in Health and Safety training as mandated by St George's from time to time.</li> </ul>
<b>Organisational effectiveness</b> Contributes to the cost effectiveness and changing needs of the hospital business	<ul style="list-style-type: none"> <li>• Looks for ways and means to actively and effectively promote cost effectiveness.</li> </ul>
<b>Other Duties</b> To undertake other duties as requested by the Clinical Information Manager from time to time	<ul style="list-style-type: none"> <li>• Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures.</li> </ul>

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### *Qualifications, Experience and Personal Qualities*

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>NCEA 2 or equivalent</li> </ul>	
<b>Experience &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>Customer liaison and office administration experience.</li> <li>Previous Data entry experience</li> </ul>	<ul style="list-style-type: none"> <li>High level of computer skills</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>Courteous friendly demeanor</li> <li>Excellent time management, attention to detail, and ability to prioritise</li> <li>Ability to be discreet and maintain confidentiality at all times</li> <li>Ability to think creatively</li> <li>Ability to relate well with all staff and clinicians.</li> <li>Analytical approach to problem solving</li> <li>Ability to maintain a high degree of accuracy</li> </ul>	

*Agreed by:*

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

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
(Hospital Manager)