

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:

Internal:	External:
• Patient Care Manager • Clinical Information Manager • Receptionists • Charge Nurses • Charge Midwife • Bookings Coordinator • Operating Theatre Manager • Nursing Coordinator • Department Heads • Clinical Records • All other St George's staff	• Radiology • Clinicians and their staff • Patients • Visitors • Contractors • Couriers • Taxis

Position Description: Receptionist/Ward Clerk

Key Areas of Accountability:

Area of Accountability	Expected Results
To provide site reception & support to the nursing team with the patient admission process	• Greets all patients, visitors, clinicians & staff with a positive and helpful attitude • Helps maintain workplace security by following relevant workplace procedures. • Handles all phone calls in a courteous and efficient manner. Directs calls to appropriate staff when necessary. Supplies information that is accurate and relevant. • 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. • Audits all admission forms to confirm if RN pre-op check is required • Ensures the required information is provided to clinicians and in a timely manner. • Inputs patient data into patient management system accurately and in a timely manner to ensure all patient documentation is ready for the nursing staff. • Prints out information required by nursing team as required. • 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 • Phones patients prior to admission to instruct them where to present • Checks off all the following days admissions with the Booking & Theatre lists to ensure all records are prepared • Manages mail, faxes and parcels deliveries in a timely manner • Manages daily on-line newspaper orders for the site • 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,
To provide support to the finance team	• Processes EFTPOS, cash & cherub payment and receipting using Finance One. • Manages a daily float. • Ensures correct Payer and Plan are entered against each admission episode in Trakcare.
To provides support & backup in any reception or ward area	• Covers vacant shifts in ward & other reception areas and is competent with workflows in these areas
Interpersonal Relationships/Leadership and Teamwork	• Develops and maintains strong relationships with all customers • Responds promptly and appropriately to clinician requests and seeks advice from clinical managers when appropriate • 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 values.
Quality Improvement	• Participates actively in quality improvement activities. • Initiates, participates in and evaluates audits and uses outcomes to improve service provision. • Participates actively in the maintenance of the ACC Workplace Safety Management standard.



Position Description: Receptionist/Ward Clerk

Area of Accountability	Expected Results
	- Documents and reports accidents and incidents accurately in accordance with St George's policies. - Participates actively 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.
Professional Development	- Identifies own learning requirements / deficits and develops a plan in conjunction with Manager to redress these. - Fosters an environment conducive to learning, enquiry and research. - Participates actively in the performance review process.
Organisational Culture	- Fosters co-operation across the organisation. - Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for customer focus. - Maintains confidentiality in respect to St George's operations, business, employees, clients and patients. - Adheres to St George's policies and procedures. - Assists in facilitating positive inter-departmental relationships
Cultural understanding of the Treaty of Waitangi	- Understands and has knowledge of the Treaty of Waitangi and its implications. - Promotes an awareness of ethnic and cultural differences, religious beliefs and obligations relating to the Treaty of Waitangi. - Displays cultural sensitivity and a willingness to work positively with organisational strategies to improve outcomes for Maori. - Respects diversity of cultural and religious beliefs amongst staff and patients.
Health & Safety	- Ensures accidents and untoward incidents occurring in the department are reported. - Takes reasonable care for personal health and safety. - Takes reasonable care that own acts or omissions do not adversely affect the health and safety of other persons. - 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. - Co-operates with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to workers. - Ensures compliance with hospital security requirements and is vigilant in all matters of security. - Recognises safety hazards and initiates appropriate corrective actions. - Attends fire and evacuation lectures and participates in drills as required. - Participates in Health and Safety training as mandated by St George's from time to time.
Organisational effectiveness Contributes to the cost effectiveness and changing needs of the hospital business	Looks for ways and means to actively and effectively promote cost effectiveness.
Other Duties To undertake other duties as requested by the Clinical Information Manager from time to time	Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures.

Position Description: Receptionist/Ward Clerk

Position Description: Receptionist/Ward Clerk

Qualifications, Experience and Personal Qualities

	Essential	Desirable
Qualifications	NCEA 2 or equivalent	
Experience & Knowledge	- Customer liaison and office administration experience. - Previous Data entry experience	High level of computer skills
Personal Attributes	- Courteous friendly demeanor - Excellent time management, attention to detail, and ability to prioritise - Ability to be discreet and maintain confidentiality at all times - Ability to think creatively - Ability to relate well with all staff and clinicians. - Analytical approach to problem solving - Ability to maintain a high degree of accuracy	

Agreed by:

Signed: _____ Date: _____
(Employee)

Signed: _____ Date: _____
(Hospital Manager)