



**Job Title:** Practice Administrator & Healthcare Assistant - Kaiawhina Tari Hauora / Manaaki Hauora  
**Hours:** 37.5 hours per week  
**Department:** Rehua Medical  
**Reports to:** Practice and Mobile Health Manager

**Organisational expectations:**

Te Puna Ora O Mātaatua expects all employees to maintain acceptable standards of conduct at all times having regard to the reputation of the Organisation and the welfare of the Clients they serve.

Employees will carry out their duties in a professional manner while observing all codes, legal requirements and policies and procedures of Te Puna Ora O Mātaatua.

Flexibility in hours may be required to ensure deadlines are met.

**Key Responsibilities:**

- Assisting when required with welcoming visitors by greeting them, in person or on the telephone, answering or referring enquiries and book appointments for the patients and taking payments accurately
- Managing phone calls and correspondence (email, faxes, letters, packages etc)
- Performing typing, scanning, and filing duties accurately
- Always maintain confidentiality of patient information
- Develop and improve filing systems
- Processing patients' new enrolments, and transferring notes correctly
- Understand and use practice manuals relating to clerical and operational matters
- Understand and apply the principals of the cold chain
- Assist with invoicing and ensure all patient services offered are charged in accordance with appropriate protocols
- Make sure stock levels of stationery and kitchen are kept at an adequate level
- Maintain a safe and clean admin area and staff room.
- Assist the registered nurse with recall and reminder systems and referrals as appropriate to national screening programmes
- Maintain the educational resources to assist people to reduce or change risky and harmful lifestyle behaviours
- Assist with the provision of information for practice reporting requirements as requested
- All other general receptionist and administrative duties or other tasks requested by Practice and Mobile Health Manager.

**Competencies, abilities and attributes:**

- Working knowledge of clinical environment;
- Experience working with the MedTech patient management computer system
- Sound written communication skills and good knowledge and use of English grammar
- Experience working in a general practice environment
- Strong telephone, communication, customer service and time management skills
- Enjoys meeting the health and wellness needs of people and the community
- Good time management skills
- Flexible and professional in dealing with staff and patients

- Attention to detail, confidentiality and professionalism
- Knowledgeable on general principles of first aid and resuscitation
- Self-motivated, reliable, trustworthy and has a friendly 'can do' attitude
- Ability to engage, develop and main relationships with employees, clients and relevant stakeholders of Te Puna Ora o Mataatua;
- Commitment to the vision and values of Te Puna Ora o Mataatua; and
- Knowledge of Te Reo me ōna Tikanga Māori.