



Job Title: Administration / Reception (1.0 FTE)
Department: Rehua Medical / Administration
Reports to: Practice and Mobile Health Manager and Facilities 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.

Te Poutokomanawa o Te Puna Ora is a framework that underpins everything we do at Te Puna Ora o Mātaatua, and staff are required to have a strong commitment to the principles outlined in the framework.

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.

Job purpose:

To ensure that the Trust's office administration/reception activities are carried out in an effective and efficient manner in accordance with the Trust's policies and procedures.

Key Responsibilities:

- Welcoming visitors by greeting them, in person or on the telephone; answering or referring enquiries and booking appointments for the patients and taking payments accurately
- Assisting with the claiming of patient appointments. Ensuring these are done correctly using the correct PMS system required (Mohio, Halcyon etc) and making sure we are following the correct process in terms of this.
- Attending to all reception duties and requirements as required including provision of cover to reception
- Attending to all Rehua Nuku Ora administrative duties and requirements
- Assisting with the request and planning of Rehua Nuku Ora sites and events
- Maintain confidentiality of patient and client information at all times
- Performing typing, scanning and filing duties accurately
- Processing patients' new enrolments correctly
- Keeping track of assigned accounts to identify outstanding debts
- Planning course of action to recover outstanding payments from patient's
- Understand and use practice manuals relating to clerical and operational matters
- Managing phone calls and correspondence (e-mail, faxed, letters, packages etc)
- Manage room bookings, organise catering for meetings, welcoming visitors and notifying staff of arrival as appropriate.
- Collecting mail and attending to banking as needed
- Purchasing, procurement and associated processes such as expense reimbursements, credit card receipt management.
- Assisting with office filing and mail outs
- Providing administrative support to other services (if required)
- Supporting the fleet management process for Te Puna Ora Mataatua vehicle fleet (includes issuing of keys in line with processes).
- Supporting resources and equipment processes for the organisation (by co-ordinating collection of items from storage and safe return, regular stock takes)
- Co-ordination of administrative tasks and duties on behalf of the organisation
- Cover for other administrators as necessary to support leave
- Maintain a safe and clean reception area and staff room
- Assisting with clinical recalling when requested from Practice and Mobile Health Manager
- All other general receptionist duties or other tasks requested by manager.

Competencies, abilities and attributes:

- Working knowledge of clinical environment;
- Knowledge and willingness to learn the MedTech patient management computer system
- Strong data entry, clerical, communication, customer service and time management skills

- Attention to detail, confidentiality and professionalism
- Ability to prioritize work and work with little supervision
- Self-motivated, reliable and trustworthy
- Experience using Microsoft Office suite of products (including, Word, Excel, Outlook etc)
- Ability to engage, develop and maintain relationships with employees and relevant stakeholders of Te Puna Ora o Mātaatua
- Commitment to the Vision and Values of Te Puna Ora o Mātaatua.
- Knowledge of Te Reo me ōna Tikanga Māori