

POSITION DESCRIPTION

Medical Receptionist

October 2018

Overview	Family Planning is New Zealand's leading sexual and reproductive health organisation. We believe people should have access to quality services and information so they can make informed choices about their sexual and reproductive health. More information can be found on our website at www.familyplanning.org.nz
Purpose of Position	To provide a welcoming atmosphere for Family Planning clients, maintaining client confidentiality at all times, and ensuring the clinic operates smoothly and efficiently by following all relevant policies and procedures.
Responsible to	Clinical Services Manager
Responsible for	n/a
Functional Relationships	
Internal:	Clinic staff National office staff Client Contact Centre
External:	Clients, contractors, visitors and Service providers

Position Accountabilities

Key Accountability	Expected Results
Reception	<ul style="list-style-type: none"> • Greet clients and interact with them in a friendly, non-judgemental, professional and culturally appropriate manner. • Ensure the reception area is neat, tidy and efficient • Maintain the client record management system. • Answer incoming calls promptly. • Make the appropriate appointments for clients. • Enter non-medical information accurately on client records and the Electronic Patient Management System (EPMS) ensuring that all statistics are accurate. • Sell non-prescription items over the counter where appropriate.
Client payments	<ul style="list-style-type: none"> • Take payments from client and correctly record payment to ensure financial records for each client are complete and accurate. • Ensure cashier sessions balance. • Banking is carried out in a timely manner to minimise cash held on premises.
Administration and other duties	<ul style="list-style-type: none"> • Distribute information and other material to clients as required. • Relieve at base or other clinics when required (by agreement). • Ensure new policies and procedures are promptly implemented. • Attend required in-service training and other meetings when required to ensure knowledge is accurate and up-to-date. • Complete any other administration task as requested by Clinical Services Manager. • Ensure end of month reports balance before exporting.

Family Planning Competencies

Competency	Behaviour
Commitment to Family Planning	<ul style="list-style-type: none"> • Displays the Family Planning values in all areas of work – Manaaki, Tika, Manawanui, and Mahi tahi. • Demonstrates commitment to Family Planning's philosophy and vision. • Demonstrates knowledge and commitment to the Family Planning strategic framework and actively work towards achievement of priority areas.
Quality Service Delivery – Internal and External	<ul style="list-style-type: none"> • Is committed to providing the best possible service, both internally and externally. • Delivers an accurate, timely and client focused service in line with standards and policies and the vision of Family Planning. • Actively seeks and responds to client feedback. • Establish and nurture effective client relationships.
Cultural Competence	<ul style="list-style-type: none"> • Understands the principles of the Treaty of Waitangi in the context of Family Planning. • Works to achieve equitable health outcomes for Māori. • Demonstrates an awareness, sensitivity and respect of others and is responsive to each person's unique identity and cultural needs.
Innovation and Adaptability	<ul style="list-style-type: none"> • Seeks to initiate, support and contribute to new ideas to improve processes, methods or technologies

	<ul style="list-style-type: none"> • Open to different ways of thinking, new opportunities and approaches with a willingness to modify what you do. • Takes initiative for own continuous learning and developing.
Teamwork and Inclusiveness	<ul style="list-style-type: none"> • Interacts with others in a way that is inclusive and respectful to support achievement of common goals. • Responsive to others with a willingness to answer questions, concerns, share knowledge or problem solve and arrive at a positive outcome. • Develop, maintain, and strengthen relationships inside and outside Family Planning to meet shared objectives.
Communication	<ul style="list-style-type: none"> • Communicate in a professional, positive and clear manner, both when speaking and in writing. • Takes responsibility to be informed of Family Planning communications.
Health and Safety	<ul style="list-style-type: none"> • Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents.

Limitations on Authority

Authority	Delegation Level
Financial Delegation	None
Budget held	None
Number of staff reporting directly	None
Number of staff reporting indirectly	None

Ideal Person Specification

The person best suited to this position will possess the following:

Skills, Knowledge and Qualifications	
Skills & Knowledge	<ul style="list-style-type: none"> • Well-developed clerical and administrative skills • Good numerical skills, and experience with cash and other payments • Displays a non-judgemental attitude and empathy towards clients • Excellent communication skills, both oral and written. A good standard of spoken English is required for telephone-based tasks • Well-developed computer literacy, preferably with prior experience of Electronic Patient Management Systems
Qualifications	Not essential
Other requirements	<ul style="list-style-type: none"> • Ability to work with Maori and people from a range of cultures, in a culturally safe manner

Other Details

Family Planning needs to maintain a flexible working structure due to the changing environment that we operate in. To reflect this, position descriptions are reviewed on an as required basis and they may be varied from time to time.