

POSITION DESCRIPTION

Senior Medical Receptionist

January 2011

Location	As specified in Letter of Offer
Hours of Work	As specified in Letter of Offer
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 maintain an appropriate level of liaison with either the Practice Administrator or Locality Manager regarding the operation of, and issues affecting, the clinic, while ensuring the smooth day-to-day operation of the clinic, and complying with Health and Safety requirements.
Responsible to	Practice Administrator/Locality Manager
Responsible for	Medical Receptionists
Functional Relationships	
Internal:	Regional/Locality Nurse Advisor Regional/Locality Medical Advisor Other Senior Medical Receptionists Clinic staff Health Promoters National office finance staff
External:	Clients, contractors, and visitors Service providers and suppliers

Position Accountabilities

Key Accountability	Expected Result
People management	<ul style="list-style-type: none"> • Supervise Medical Receptionists and conduct their annual performance reviews • Manage clinic rosters • Approve annual leave applications for Medical Receptionists, and arrange cover as necessary • Verify timesheets of Medical Receptionists with manager as needed • Assist with the recruitment, selection, induction and training of Medical Receptionists • Demonstrate excellence in customer service provision, providing a role model for other staff • Undertake rostered Medical Receptionist duties and relieve for others as required.
Administration	<ul style="list-style-type: none"> • Promptly implement changes to existing administration procedures, new policies and procedures as required • Relieve other staff when required • Ensure Family Planning policies are implemented • Ensure daily and monthly summaries are entered and sent to National office in a timely manner • Supervise the cash handling and client payment processes to ensure all banking and petty cash is secure and accurately accounted for • Oversee all reception functions including appointments, telephone services, and records management ensuring they are carried out to the highest standards • Takes responsibility for stock control and inventory and supervises ordering of supplies • Ensure end of month report balances and are completed in a timely manner • Takes responsibility for ensuring the office is secure and confidentiality of information is maintained in accordance with the health Information Privacy Code 1994 • Cleaning and courier contracts are fulfilled to expectations • Attend in-service training when appropriate • Carries out any other duties that may be required by Regional/Locality Manager or Practice Administrator.

Family Planning Competencies	
Supports Family Planning's Vision and Philosophy	<ul style="list-style-type: none"> • Demonstrates knowledge of and commitment to Family Planning's Strategic Framework (2011-2015) and Annual Action Plan by actively working towards achievement of all priority areas • Demonstrates knowledge of and commitment to Family Planning's philosophy
Communication	<ul style="list-style-type: none"> • Communicates clearly and effectively with clients, other staff and those outside Family Planning • Communicates issues and ideas clearly and keeps team members, supervisors etc well informed
Confidentiality	<ul style="list-style-type: none"> • Maintains confidentiality within guidelines set by Family Planning

Māori Cultural Responsibility	<ul style="list-style-type: none"> • Demonstrates knowledge of Family Planning's Māori Responsiveness Plan • Understands the principles of the Treaty of Waitangi • Demonstrates knowledge of clinical practice issues
Team Work	<ul style="list-style-type: none"> • Understands own and others positions and roles in achieving team objectives • Demonstrates flexibility and adaptability to work with a diverse range of people • Gains input from others and seeks out ideas and opinions, as appropriate
Quality Improvement	<ul style="list-style-type: none"> • Incorporates the principles of continuous quality improvement into all activities • Contributes to meeting the objectives of Family Planning's quality plan
Health and Safety	<ul style="list-style-type: none"> • Complies with all health and safety procedures to ensure their own safety and the safety of others in the workplace • Actively participates in maintaining a safe working environment at Family Planning.

Limitations on Authority

Authority	Delegation Level
Financial Delegation	As delegated by Regional/Locality Manager
Budget held	n/a
Number of staff reporting directly	Varies
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"> • Superior administration skills • Competent with technology, preferably with prior experience of MedTech 32 • Excellent relationship builder, with a positive attitude, a friendly, outgoing manner and a collaborative approach to work and problem solving • Excellent communication skills, with an ability to give and receive feedback, and manage and resolve conflict in a positive manner • Well-developed time management skills, with the confidence to delegate where appropriate
Qualifications	<ul style="list-style-type: none"> •
Other requirements	<ul style="list-style-type: none"> • Able to work with people from a range of cultures, particularly Maori