Job Description

Hospice Taranaki works in partnership with patients, their families/whanau and organisations to provide and influence best practice care, support and understanding at the end of life.

Position title	Receptionist – Customer Service and Reception
Reports to	Quality and Systems Manager
Functional Relationships	All staff Patient's Patients Relatives/ friends Contractor's Volunteers
Last updated	2 May 2022

Position Summary

To provide and coordinate effective, customer focussed reception and administrative support services.

Key Responsibilities

- As the 'first point of contact' for all visitors to Te Rangimarie Hospice Taranaki., providing efficient, professional customer services, multitasking and taking the initiative to help visitors.
- Providing administrative support including, data input to patient management systems as required by the Hospice team.
- Providing typing and clerical services to Medical Officers, management team and other staff as required.

Key Performance area	Performance indicators/outcomes
Reception services	• Maintains the highest standard of customer service in person or via telephone or email. • Meeting and greeting visitors and directing them appropriately to services at Taranaki Hospice and notifying staff when they arrive. • Able to multi-task in the reception setting; maintaining a schedule of tasks to undertake when not taking calls or greeting visitors.
Administrative support services	• Provide word processing and general clerical services to the clinical and management teams as required. • Become a proficient user of PALCARE, support staff using PALCARE and contribute to discussions on the development of this programme. • Monitoring PALCARE entries to ensure the completeness of patient records and where necessary, seek missing information e.g., Community Services Card number (ADF96) or ethnicity data. • Contact local organisations to facilitate patient services, administrative processes and building maintenance, local funeral directors, plumbers, utilities providers. • Coordinate purchase of stationery and other office consumables in a proactive manner & within budget. • Coordinate all incoming/ outgoing correspondence, check PO Box & post mail; receive courier packages as required and circulate documents to staff in a timely manner. This includes delivering and receiving items from the DHB or off site as required. • Provide support to the wider Hospice team - assisting with volunteer activities and inquiries and redirecting queries in the absence of staff. • Coordinates the volunteer receptionists' roster in a timely manner and maintains email/ phone contact with this group. • Oversees the allocation of low-level administrative tasks for some of these volunteers; maintains records of these tasks and reports on a regular basis regarding this project. • Can manage all IT systems required to do the job successfully and will share her knowledge with colleagues.
Health and Safety	• Commits to being compliant with all Hospice Taranaki health & safety policies. • Takes pride in the reception area and ensures it is free of clutter. • Keeps confidential information away from public view including locking of computer screen when absent from the desk. • Takes responsibility for own health and safety within the work environment • Promotes health and safety within the organisation
Planning and Organisational Skills	• Can work autonomously, meets deadlines. • Is organised, can multi-task and re-prioritise. • Enjoys a dynamic work environment and is a committed team player. Seeks assistance as & when required. • Knows when to seek assistance.
Professional Development	• Actively seeks to expand own knowledge base and takes responsibility for own learning. • Participates in regular administration team meetings, appropriate training for the role and an annual performance review.
Education/Clinical teaching	• Supports and teaches staff re IT where possible
Cultural Safety	• Demonstrates cultural competence

Personal Specification	Essential	Preferred
Education/Qualifications	• Clean drivers' licence. • Level 2 NCEA or equivalent qualification. • Office administration qualification including MS suite of programmes especially medium level Excel, Word	• Customer service qualification.
Experience/ Knowledge	• Understand, and have empathy with, Hospice Taranaki's philosophy, mission and aims. • Understand the importance of patient confidentiality & privacy. • Ability to relate to a diverse range of people with different beliefs and life experiences. • Proven organisational skills and ability to manage conflicting priorities. • Ability to work independently and as part of a team.	• Experience working in a key customer service role in a healthcare and/ or social support setting.
Personal attributes	• Have excellent communication skills. • Neat and tidy appearance.	

Fit with HTI Values
It is expected that our employees will be aligned with our organisation's values as below Fairness - Tika Honesty - Pono Choice - Puwharu Respect - Whakaute Compassion - Aroha Trust - Whakawhirinaki Dignity – Whakarangatira • Are professional in dealings with others • Demonstrate respect for other staff, clients and community group members • Understand the need for confidentiality • Apply the principles of the Treaty of Waitangi to aspects of their job as appropriate • Interact with other agencies and organisations • Display a high standard of personal presentation

Date effective	
Employee signature	
Manager Signature	