Date: December 2015

Job Title: Receptionist/Scheduler
Department: Advanced Interventional Radiology
Location: North Shore Hospital
Reporting To: Radiology Administration Manager
Direct Reports: Nil

Functional Relationships with:
- Internal
  Radiology Administrative Staff
  Radiologists
  Booking and Scheduling
  Theatres
- External
  Patients and patient’s family, Whanau and caregivers

Our Purpose, Values and Standards

At the heart of Waitemata DHB is our promise of ‘better care for everyone’. This promise statement is the articulation of our three-fold purpose to:
1. promote wellness,
2. prevent, cure and ameliorate ill health and
3. relieve the suffering of those entrusted to our care.

At the heart of our values is the need for all of us to reflect on the intrinsic dignity of every single person that enters our care. It is a privilege to be able to care for patients, whānau and our community, a privilege that is sometimes overlooked in our day to day work.

Our standards and behaviours serve as a reminder to us all about how we are with our patients and with each other.
Receptionist/Scheduler – Advanced Interventional Radiology

**Position Description**

**Purpose of the role:** The purpose of this role is to provide administrative assistance to the Clinical personnel within the Advanced Interventional Radiology Suite and support the team in the achievement of objectives and targets through efficient and comprehensive administrative assistance and support.

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<thead>
<tr>
<th>KEY TASKS</th>
<th>EXPECTED OUTCOMES</th>
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<tr>
<td>Reception – AIR suite</td>
<td>• Provide a welcoming environment for patients and their families and treat patients as a first priority.</td>
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<td>• Distribution of mail to appropriate personnel.</td>
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<td>• Ensures office equipment is functioning efficiently.</td>
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<td>• Management of stationery and stock.</td>
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<td>• Other duties as and when required to fulfil the purpose of the role.</td>
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<tr>
<td>Booking and Scheduling</td>
<td>• Generate new patient appointments ensuring effective and efficient utilization of available appointment times – completion of all necessary paperwork in RIS and iPMS</td>
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<td>• Schedule patients for clinic appointments ensuring effective and efficient utilization of available clinics.</td>
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<td>• Management of admission and discharge process, ensuring patient information is updated in RIS and iPMS</td>
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<td>Clinical Records and Patient information</td>
<td>• Manage clinical records and patient information in an efficient and timely manner that ensures that information is available to health care providers as appropriate and reserved for those whom it is intended, ensuring the privacy of the individual is maintained</td>
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<td>Outsourcing of referrals when required</td>
<td>• Manage the administrative tasks for outsourcing of referrals as and when required.</td>
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| Quality Improvement                                      | • Participate in quality improvements through the collection and collation of unit statistics.  
|                                                          | • Engages in education sessions as required by the service |
| Statutory & Treaty of Waitangi obligations               | • Ensures the professional and political integrity of WDHB by carrying out all functions in compliance of the Treaty of Waitangi and by demonstrating a serious commitment to keeping the treaty alive.  
|                                                          | • Shows sensitivity to cultural complexity in the workforce and patient population |
| To recognise individual responsibility for workplace Health & Safety under the Health & Safety Act 1992 & Amendments 2002 | Support WDHB H&S Culture by:  
|                                                          | **All Employees**  
|                                                          | • Following & complying with H&S policies & processes & applying them to their own work activities  
|                                                          | • Identifying, reporting & self-managing hazards where appropriate  
|                                                          | • Early and accurate reporting of incidents at work |
## PERSON SPECIFICATION

**POSITION TITLE:** Receptionist/Scheduler – Advanced Interventional Radiology

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<th>Minimum</th>
<th>Preferred</th>
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<tr>
<td><strong>Qualification</strong></td>
<td>NCEA Level 3 or equivalent</td>
<td>Qualification within Healthcare</td>
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<tr>
<td><strong>Experience</strong></td>
<td>Minimum 3 years working experience</td>
<td>Radiology Booking and Scheduling experience</td>
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<td>Hospital computer systems experience</td>
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<td>Experience in dealing with outpatients, inpatients, doctors, nurses and other allied health workers</td>
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<td><strong>Skills/Knowledge/Behaviour</strong></td>
<td>Customer focused</td>
<td>Good communication and organization skills</td>
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<td>Ability to work in a multidisciplinary team</td>
<td>Able to prioritize workloads</td>
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<td>Ability to work unsupervised</td>
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<td>Good interpersonal skills</td>
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