



**Medical Receptionist**

**Clinical Services**

**Our Purpose**

People enjoy the best sexual and reproductive health and rights

**Role Statement**

To use our expertise and courageous voice to advance equitable access to sexual and reproductive health services and information



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**Our Commitment to Te Tiriti o Waitangi**

We are committed to giving effect to the principles of Te Tiriti o Waitangi to achieve equitable sexual and reproductive health and rights outcomes for Māori. We acknowledge that Te Tiriti must be the foundation for our relationships with Māori in the way we provide services, operate and govern. This approach is central to achieving our mission and our strategic vision of whakamanahia - equity, access, choice.

**Our Commitment to Sustainability**

We are committed to raising awareness of the links between climate change, resilience, sustainability and Sexual and Reproductive Health and Rights. We continually look for ways we can reduce waste and assess the environmental impact of current and new initiatives, making decisions that promote long-term sustainability.

**About Sexual Wellbeing Aotearoa**

We are Aotearoa New Zealand’s leading sexual and reproductive health organisation. We believe people should have equitable access to quality services and information so they can make informed choices about their sexual and reproductive health.

**About our People**

Our people need to be adaptable, contributing, innovative and committed to our vision and mission. Our people are at the centre of our success and fundamental to progressing our strategic vision. We all have a responsibility for realising our dedication to diversity, equity and inclusion. We want our workplace to be safe, healthy and inclusive and everyone has an important role in contributing to this. We encourage open and honest communication so our people to feel supported to bring their best self to work.

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| **About the position** |
| To provide a welcoming atmosphere for Sexual Wellbeing Aotearoa clients, maintaining client confidentiality at all times, and ensuring the clinic operates smoothly and efficiently by following all relevant policies and procedures. |
| **Relationships** |
| Reporting to Manager, Clinic Services  Responsible for n/a  Who will you work with  Internal Clinic Staff  National Office Staff  Client Contact Centre  External Clients  Contractors  Visitors  Service Providers |

**Role Accountabilities and expected results**

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| **Reception** | | |
| ***Accountability***   * Greet clients and interact with them. * Maintain the reception area. * 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 within our Patient Management System ensuring that all statistics are accurate. * Sell non-prescription items over the counter. | | ***Expected Results***   * All interactions are conducted in a friendly, non-judgemental, professional and culturally appropriate manner. * Reception area is neat, tidy and efficient. * Client records are maintained with accuracy and efficiency. * Calls are responded to or transferred as required in a timely manner. * Accuracy in booking correct types of appointments. * Only appropriate items are sold. |
| **Client Payments** | | |
| * Take payments from clients. * Balancing cashier session. * Banking is carried out in a timely manner. | * Correctly record payments to ensure financial records for each client are complete and accurate. * Accurate cashier balances. * Effective banking that minimises cash held on premises. | |
| **Administration and other duties** | | |
| * Distribute information and other material to clients. * Relieve at base or other clinics when required (by agreement). * Keeping up to date with new policies and procedures. * Attend required in-service training and other meetings when required. * Complete any other administration task as requested by Manager, Clinic Services. * Monthly reporting tasks as required. | * Information shared with clients as required. * New policies and procedures are promptly implemented. * Required learning and knowledge is accurate and up-to-date. * Administrative tasks completed efficiently and accurately. * End of month reports balance before exporting. | |

**About you – what you will bring to the role**

**Experience, Knowledge, and Qualifications**

* 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 a Patient Management System.
* Ability to work with Māori and people from a range of cultures, in a culturally safe manner.

**Capabilities**

* Implements strategy – aligns their work with strategic objectives and Sexual Wellbeing Aotearoa’s vision of equity.
* Communicates clearly and listens – tailors messages so they are clear, succinct, respectful and resonate with different audiences.
* Innovative – open to innovative ideas and flexible ways of working and makes new suggestions to improve how we work.
* Supports organisational performance – suggests and acts on opportunities to do things differently, problem-solver and improves processes to achieve gains in effectiveness and efficiency.
* Builds internal relationships – contributes to their team, works collaboratively with others across the organisation and takes an organisation-wide view. Builds external relationships and interacts effectively with clients and other external stakeholders.
* Inclusive – welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.
* Understands the principles of Te Tiriti o Waitangi and has a commitment to develop cultural capability in Te Ao Māori.
* Manages and delivers on work priorities – plans and organises self to deliver work commitments to required timeframes and quality standards.
* Develops others – shares own experiences and learning and demonstrates leading values.

**Characteristics**

* Engaging others – connects with others, listens, reads people and situations, communicates tactfully.
* Achieving ambitious goals – committed, driven and determined in the face of obstacles.
* Curious – thinks analytically and critically and is eager to learn.
* Honest and courageous – can be bold when needed, is decisive and leads with integrity.
* Resilient – can respond to challenges and recover quickly, has the ability to adapt and maintain composure.
* Self-aware and reflective – encourages feedback on own performance, can self-assess, adapts approach, shows commitment to development.

**Other details**

This position description is a summary of the accountabilities and competencies required for the position. It is not an exhaustive list. This is a living document and may change as the organisational needs change.