Position Description: Reception Team Leader

Company: Radius Medical

Position: Reception Team Leader

Reports to: Practice Co-ordinator

Job Purpose: To provide leadership of the medical centre’s reception team, including some administrative, organisational and reception responsibilities, and ensuring all receptionists present a welcoming face to the organisation and provide excellent customer service care to our patients and their family/whanau.

Staff Responsibility: Reception staff

Contract type: See job description

Functional relationships with:
- All practice staff
- Radius Medical Solutions (RMS) staff

Key tasks / duties:

1. **Ensuring service is provided to patients in accordance with the appropriate professional and company standards.**

   *This will be achieved by:*

   - Understanding and using the procedures for documenting financial and health records in the centre’s patient management system (Medtech 32) and maintaining the accuracy of patients’ personal and demographic information.
   - Ensuring that appropriate customer service is provided on phone and in person to person contacts with patients, other staff members and external suppliers.
   - Ensuring appointments and payments for services are managed accurately, and ensuring that consultations are invoiced correctly with income and funding streams maximised.
   - Processing enrolment forms, patient information forms, and transferring information to other practices if required.
   - Filing applications for new patient NHI numbers.
   - Responding to patient account enquiries.
   - Understanding and using RMS online manuals (supplied in the group intranet [www.inner-circle.net.nz](http://www.inner-circle.net.nz)) relating to clerical and operational matters.
   - Ensuring incoming and outgoing mail is processed promptly.
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- Performing typing, scanning and filing duties promptly and accurately.
- Ensure accurate reconciliation and banking of cashed received.
- Responding to patient concerns or complaints by recording these or referring the person to another team member.
- Receiving and managing fulfilment of repeat prescription requests (delivered in person, by phone or online via RMS).
- Ensuring the centre’s reception services are provided in accordance with the Code of Health and Disability Services Patient’ Rights 1996 and the Privacy Code 1994.

2. **Provide a safe environment for patient, visitors and other staff**
   
   *This will be achieved by:*
   - Understanding and promoting emergency procedures such as fire response and evacuation in accordance with statutory requirements.
   - Being familiar with and using reception triage procedures for unwell or “walk-in” patients.
   - Maintain a current CPR certificate.
   - Reporting the incidence of events, incidents, and accidents, as per company policy and participation in prevention strategies.
   - Anticipating and reporting any occupational health and safety risk to patient, staff or visitors (including stress and fatigue).
   - Taking responsibility for your own personal health and safety and ensuring that your work practices do not provide a hazard to others.
   - Ensuring the centre is opened and closed in a manner that maintains your security and that of the premises.

3. **Providing leadership for the reception team**
   
   *This will be achieved by:*
   - Being involved with the recruitment, selection and training of reception staff
   - Being a champion for excellent customer care, leading the implementation of service enhancement programmes from the RMSL support office and providing performance feedback and coaching to your direct reports.
   - Leading a focus on optimising patient enrolment, ensuring reception staff understand the importance of enrolment, what it entails, and how to enrol suitable patients.
   - Ensuring a high level of personal presentation is maintained at reception.
   - Preparing and taking responsibility for the reception roster, and ensuring cover is maintained at all times
   - Recording and submitting reception hours time sheet to the practice co-ordinator on a weekly basis
   - Identifying any issues that impact on front desk resources, proposing solutions and reporting to the practice co-ordinator
4. **Provide IT support and administration services**

   *This will be provided by*

   - Being the first point of contact for general IT issues that arise
   - Maintaining the PHA patient register, ensuring relevant correspondence is issues in regards to the three-year letter, 16 year old enrolment process, enrolled elsewhere, fee for service and duplicate patients.
   - Completing all claiming on a daily basis
   - Forwarding regularly to RMS all documentation regarding payments received from companies and Ministry departments.
   - Dealing swiftly with MOH/ACC queries to minimise disruption.

5. **Maximise the education and development of peers and self**

   *This will be achieved by:*

   - Organising and conducting annual performance appraisal and setting work and personal goals for the reception team in the coming year.
   - Participating in your annual performance appraisal and setting work and personal goals for the coming year.
   - Guiding and supporting new colleagues through their orientation and induction processes.
   - Attending education sessions provided for your ongoing development.

6. **Managing all clerical resources in an effective and cost efficient manner**

   *This will be achieved by:*

   - Re-ordering any clerical supplies that are low.
   - Ensuring all clerical related equipment is used correctly and arranging repair of any faults or problems.
   - Being the first point of contact for general IT issues that arise
   - Problem solving as needed in regard to computer systems, fax machines, photocopiers, printers and EFTPOS machines.

7. **Promote, monitor and participate in all quality improvement activities**

   *This will be achieved by:*

   - Offering suggestions on how the quality of service can be improved
   - Passing on feedback from patients or providers to the appropriate people
   - Participating in practice accreditation activities.

8. **Any other duties the Employer may reasonably require you to perform.**

**Qualifications/Experience**

- Medical centre reception or other health related clerical work is essential
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Essential skills
- A high level of competence in using MS Office computer programmes (especially Word and Excel) and preferably, MedTech 32 patient management system
- A strong customer service ethic and skills
- A methodical, systems-oriented approach
- A good head for numbers
- Well organised with the ability to multi task.

Personal Attributes
- A friendly ‘can do’ attitude
- Tolerance of a lot of people contact
- A mature, empathetic nature
- Professionalism, tactfulness
- A high standard of personal presentation
- The ability positively to lead and organise a team of receptionists.