Position Description: Reception Team Leader

Company: Total Health Doctors Ltd t/a Radius Medical

Position: Reception Team Leader

Reports to: General Manager

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 by the reception team on phone and in person to person contacts with patients, other staff members and external suppliers.

- Understanding, promoting and assisting to update practice manuals relating to clerical and operational matters.

- Ensuring that all reception staff know and understand the procedures for documenting in financial and health records and maintaining their currency.

- Ensuring appointments and payments for services are managed accurately, and ensuring that consultations are invoiced correctly with income and funding streams maximised.

- Overseeing the processing of enrolment forms and patient information forms.

- Filing applications for new patient NHI numbers.

- Responding to regular patient account enquiries.
- Responding to patients’ concerns or complaints when these relate to the function of the clerical/reception team.

- Understanding and using RMS online manuals (supplied in the group intranet www.inner-circle.net.nz) relating to clerical and operational matters.

- Ensuring incoming and outgoing mail is processed systematically, appropriately and promptly.

- Performing typing, scanning and filing duties promptly and accurately.

- Ensure accurate reconciliation and banking of cashed received.

- Overseeing receiving and managing fulfilment of repeat prescription requests (delivered in person, by phone or online via RMS).

- Managing Did Not Attends.

- 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 leadership, guidance and support for centre staff members.**
   
   This will be achieved by:

   - Promoting a work environment with the support of the General Manager, Practice Administrator And Nurse Manager conducive to harmonious work relationships and high staff morale.

   - Acting as a role model in all activities within the centre and as a representative of the centre.

   - Introducing change in a planned and sensitive manner.

3. **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.
• Managing cleaning and maintenance to ensure the centre’s facilities are safe and fit for use.
• Ensuring security measures within the centre are known and followed.
• Awareness and knowledge of relevant Acts of Parliament including:
  a. The Privacy Code 1994
  b. The Code of Health and Disability Services Consumers’ Rights 1996
  c. The Accident and Rehabilitation and Compensation Insurance Act 1992
  d. The Occupational Health and Safety Act
  e. The Treaty of Waitangi
  f. The Health Practitioners Competency Assurance Act 2003

4. 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. Ensuring clerical/reception services are provided in accordance with the Code of Health and Disability Services Consumers’ Rights 1996 and the Privacy Code 1994.
• 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; and maintaining overall centre roster from team rosters provided by other teams within the centre.
• Recording and submitting reception hours time sheet to the Practice Administrator on a fortnightly basis.
• Identifying any issues that impact on front desk resources, proposing solutions and reporting to the General Manager.
• Holding regular reception/clerical staff meetings (not less than quarterly) to promote communication and information sharing.
5. **Provide IT support and administration services**

*This will be provided by*

- Being the first point of contact for general IT issues that arise
- Being first point of contact for tenants for issues such as booking, reception and billing processes
- Completing all claiming on a daily basis
- Forwarding regularly to Practice Administrator all documentation regarding payments received from companies and Ministry departments.
- Dealing swiftly with simple MOH/ACC queries to minimise disruption to support work of Practice Administrator.

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

*This will be achieved by:*

- Managing the orientation and induction of new reception staff
- Ensuring necessary induction documentation is completed for new reception staff
- Identifying work-related goals for new clerical/reception staff and developing strategies for achievement
- 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.

7. **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.
- Clerical and reception equipment is maintained a serviceable and cost efficient manner in conjunction with the planned replacement programme maintained by the Practice Administrator
- 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.
8. **Promote, monitor and participate in all quality improvement activities**  
*This will be achieved by:*  
- Fostering a quality-focused environment for staff and consumers by identifying real or potential quality problems  
- Lead and participate in quality improvement activities  
- Passing on feedback from patients or providers to the appropriate people  
- Participating in practice accreditation activities.

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

**Qualifications/Experience**

Medical centre reception or other health related clerical work is essential

**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.