

Date:	October 2022
Responsible to:	Reception & Clinical Admin Lead
Functional Relationships:	Clinical/Medical staff Patients and Families Visitors Fundraising Administrator Corporate Services staff Volunteers Trades staff

Purpose

The purpose of the Reception role is to:

1. Ensure a professional welcome is provided to all Arohanui Hospice visitors and assistance is provided as required.
2. Ensure a timely, accurate, welcoming and professional telephone service.
3. Ensure all administrative support tasks are completed in an effective, efficient and timely manner and within process parameters.

Duties and Responsibilities

Reception

- Ensure all visitors are greeted in a friendly and professional manner and provided with any assistance necessary
- Ensure the reception area remains tidy and welcoming and that confidential information is secure
- Ensure the Reception volunteers' Roster is kept up to date and that the volunteers on the roster are regularly communicated with
- Keep the Doctors' Roster updated on SharePoint as instructed by the Director of Palliative Care
- Keep the Reception Record of Sales updated at all times
- Ensure In Kind forms are completed for all donated wishlist items or other items
- Print out Clinical reports each Tuesday evening for Wednesday morning Clinical Meetings.
- Ensure a good supply is kept of printed Hospice pamphlets/brochures.

Telephones

- Give top priority to all incoming phone calls which should be answered promptly in a friendly and helpful manner, within a maximum of 5 rings.
- Triage all calls and prioritise the level of urgency. Ensure they are transferred to the appropriate person and if not available to a staff member that can respond.
- Monitor calls transferred to a staff member or patient to ensure the call is picked up either by the staff member or by answerphone. If it is not, the call should be transferred to another staff member who may be able to help, or a message taken.
- Accurately record all phone messages and pass these on promptly to the person concerned.
- Maintain up to date internal and external phone lists and ensure the printed lists are updated

Mail

- Opens and date stamps each mail item, and delivers each item to the appropriate mail box (located in IPU) or to the appropriate person or department within the Hospice.
- All mail destined for Fundraising is to be date stamped and placed in the Fundraising folder (held at Reception) for Fundraising staff to pick up daily.
- All accounts and invoices are delivered to the Service Trust Finance Administrator.

Day to Day Building / Equipment Maintenance

- Maintain a contact list of preferred Service Contractors.
- Assist Facilities and Support Services with contacting of contractors as and when required.
- All service Contractors are to sign in to the contractors' sign in register and are to be issued with a Contractor's ID card.
- Staff who may be affected by repairs and/or maintenance should be informed of the time and date of works being undertaken.
- Reception staff will control pool car keys.

Clinical Support

General

- All work will be processed in an accurate and timely manner.
- Reception staff will provide administrative assistance, word processing, Dictaphone typing data entry and filing services to support IPU and Medical staff as and when required.
- Patient records and other information will remain secure and confidential while being actioned.
- Liaise with the In Patient Unit regarding new admissions and discharges during the coming day.
- Provide general administrative support to the IPU Nurse Lead as required

VIP

- Assist with the scanning and entering of patient documents into VIP.
- Assist with patient and associate contact details, address and providers into VIP from the Patient Information Form.
- Check current IPU patient's folders Friday afternoon. Update patient details if required, scan and add patient information and genograms, associate details etc.
- Complete discharge paperwork with the IPU and e-mail discharge letters to relevant personnel outside the Hospice.
- Check hard copy hospital clinical letters are in VIP; if not scan and electronically file. These are received via email and hard copy from Radiation Oncology, Medical Oncology etc. Mark as 'To Be Reviewed' for Doctors.
- Tuesdays – Print and distribute as necessary : PCC Patients by Area
 - Palliative Care Referrals – alpha order
 - SEQUAL Referrals

- Wednesday Print and distribute as necessary:
 - Referrals for selected period
 - Deceased Patients form selected date range
- Correlate Deceased patients report with corresponding patients that have passed in hospice and ensure all deceased letters have been produced and sent to appropriate contacts.
- Archive deceased and deactivated patient files.

Family Support

- Assist as required with patient biographies.
- Type up and post Memorial Service Invitations for Family Support and Anniversary Cards.
- Assist Family Support staff with ad hoc administration as required.

Fundraising Support

- Ensure all donations (both money and non-monetary) received at Reception are recorded and receipted
- All non-monetary donations are passed to the Fundraising Team of appropriate department
- All money donations will be placed in the bottom pharmacy drawer for collection by the Fundraising Accounts Administrator.
- Any donations received after hours or at weekends must be recorded / receipted and placed in the Pharmacy in a drawer, with a note placed in the Reception Communications book to note this at the next shift.
- Money from the sales table will be held in the drugs room drawer at all times and counted and recorded daily in the Reception Record of Sales. The cash tin will be balanced every Sunday to a float of \$100. The money will be placed in a plastic banking bag in the cash tin for fundraising to collect.
- All sales by EFTPOS are recorded and attached to the Sales Table Balance sheet each day.
- Reception staff will manage the sales table at reception and will from time to time assist fundraising with mail outs, raffles etc.

To demonstrate acceptance and understanding of the Treaty of Waitangi and its principles

- Integrate the principles of the Treaty of Waitangi into practice wherever practical
- Is aware of appropriate cultural protocols and practices of Arohanui Hospice services.
- Develops partnerships with AH teams and stakeholders as appropriate.

Health and Safety

- Take responsibility for the health and safety of yourself and others, in partnership
- with the organisation
- Ensure all hazards are identified and reported.

PERSON SPECIFICATION

Skills, Qualities and Experience

Required

- Proven successful reception and telephony experience
- Broad experience in all facets of office administration; reception, phones, mail, word processing, data entry etc.
- Proven ability to organise work tidily, follow processes and meet deadlines
- Excellent communication skills, verbal and written
- Sound experience and knowledge of all Microsoft Office systems and capability to learn new systems
- Ability to successfully resolve issues and problems
- Ability to cope under pressure and multi task
- Proven ability in using initiative
- High degree of professionalism and confidentiality

Desired

- Unrestricted, clean Class 1 (Car) Drivers licence

Signatures

Supervisor's Name:

Signature:

Date:

Position Holder's Name:

Signature:

Date: