



Position Description

Position title:	Receptionist	Date:	March 2025
Reports to:	Support Services Manager	Department:	Administration
Number of reports:	Direct: 0 Total (include indirect): 0	Location:	Christchurch
Delegated financial authority:	NA	Budget ownership:	No
Level of influence:	Leading self		

Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

Vision	Purpose
Our vision is for what we aspire. To help people live their best lives by reimagining healthcare.	Our purpose is why we exist. To advance the provision of quality healthcare in Aotearoa New Zealand.

Values and Behaviours

Teamwork: We will work together because we know that a strong team will always outperform strong individuals.

Responsibility: We will take ownership and pride in our work. We will act with integrity and be accountable for our behaviour.

Respect: We will act fairly in a culture of mutual trust and respect.

Aspiration: We will aspire to be the best we can be. We will recognise and celebrate success.

Role Purpose

- To provide professional and customer-focused face-to-face and telephone first point of contact communication
- To provide all clerical and office services to patients / visitors and hospital staff including reception, bookings, managing referrals and general administration
- To assist in procurement of equipment and supplies

Key Relationships

Internal

- General Manager
- PACU / Day Stay Manager
- Theatre Services Manager
- Anaesthetic Team Leader
- SSD Team Leader
- Medical Specialists
- Clinical and non-clinical Staff
- Patients
- Relatives
- Visitors

External

- SCH National Office Resource Team
- SCH Contracts Team
- Practice Managers
- Medical representatives
- Suppliers
- Maintenance contractors
- Health funders
- Community referrers

Key Accountabilities

Customer Service

- Acts as the 'face of the Hospital' by displaying consistently respectful, timely, efficient, professional, friendly and appropriate communication in all communication / interactions, both on the telephone and face-to-face
- Ensures all visitor and telephone callers are managed professionally and with compassion
- Ensures the timely distribution of information eg patient movement, messages, OR lists etc
- Actively participates in supporting the hospital and staff to ensure a seamless service for patients, staff, visiting practitioners and visitors

Administrative Tasks

- All data / documentation is completed in an accurate, timely and professional manner
- All office functions are performed according to hospital procedures e.g. patient information, WebPAS, and other relevant data inputting etc
- Responsible for ensuring information e.g. patient files, OR lists, phone lists etc are maintained current, accurate and distributed to ensure information is communicated
- Maintains a functional patient record system, that meets the legislated requirements

- Responsible for supporting hospital requirements for typing / copying and general clerical duties
- Managing referrals to the hospital

Safety, Quality & Risk

- Actively ensures that the hospital maintains its legal obligations under Acts covering patient information and confidentiality of information
- Participates and supports the hospital to meet and maintain its requirements of the Health and Disability Standards
- Quality auditing processes are supported for all key aspects of administration service delivery
- Incident events are reported appropriately
- Identified risks are reports to the General Manager promptly

Other

- Performs such other duties as reasonably required by the manager in accordance with the responsibilities of the position

Health, Safety and Wellbeing

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities
- Actively participate where improvements to health and safety at SCHL can be made

Commitment to the principles of Te Tiriti o Waitangi

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

Commitment to Diversity, Equity and Inclusion (DEI)

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seek opportunities to include diversity, equity and inclusion practices in everyday work.

Commitment to Environment, Social and Governance (ESG)

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

Role Requirements

Experience and skills required:

- Experience working with patient management software

Education and qualifications required:

- Reception skills, keyboard and data entry skills

<ul style="list-style-type: none"> • Exceptional interpersonal and communication skills • Excellent customer service and phone manner skills • Clerical / office skills such as invoice management, account enquiries, filing, typing, delivery and purchasing slip reconciliation <p>Experience and skills desirable:</p> <ul style="list-style-type: none"> • Experience in working within hospital services 	<p>Education and qualifications desirable:</p> <ul style="list-style-type: none"> • Customer service training
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Leadership Attributes	
<p>Human Centred Leadership</p> <ul style="list-style-type: none"> • Empathy • Adaptability • Connection <p>Performance Coach</p> <ul style="list-style-type: none"> • Accountability • Engagement • Collaboration 	<p>Change Enabler</p> <ul style="list-style-type: none"> • Execution • Energy • Contribution