

## Job Description

### Communication Clerk / Receptionist

### Emergency Department

<b>Position Title:</b>	Communication Clerk / Receptionist
<b>Organisation Unit:</b>	Emergency Department
<b>Location:</b>	Whangarei Hospital, Te Whatu Ora – Health New Zealand Te Tai Tokerau (Te Whatu Ora)
<b>Responsible to:</b>	Nurse Manager, Emergency Department, Te Whatu Ora Te Tai Tokerau
<b>Primary Functions of the Position:</b>	To provide an efficient clerical support service to the Emergency Department, Whangarei Hospital To liaise with Nursing, Medical and Paramedical staff To liaise with internal and external services and agencies To ensure all tasks assigned and completed within expected timeframes

### Functional Relationships

The Communication Clerk will develop and maintain excellent relationships with:

Internal	External
<ul style="list-style-type: none"> <li>• Emergency Clinical Director</li> <li>• Emergency Department Clinical Nurse Manager, ACNM</li> <li>• Emergency Medicine Doctors</li> <li>• Emergency Medicine Nursing Staff</li> <li>• Clinical staff from all services</li> <li>• Duty Nurse Manager</li> <li>• Allied Health (ED Social Worker)</li> <li>• Internal Hospital Departments</li> <li>• Internal Hospital Support Services</li> <li>• Medical Records, Admissions, Radiology and Laboratory Departments</li> <li>• All Te Whatu Ora Te Tai Tokerau employees</li> </ul>	<ul style="list-style-type: none"> <li>• District Hospitals and other The Whatu Ora Districts</li> <li>• General practitioners and other external agencies</li> <li>• Patients</li> <li>• Whanau / Family</li> <li>• General Public</li> <li>• St John's staff</li> </ul>

## Key Responsibilities and Expected Outcomes

Te Whatu Ora has established a set of values by which the organisation will respond, in part, to achieving its goals and objectives through their workforce. The following Values and supporting statements are expected behaviours of each individual employed with Te Whatu Ora:

Values	Supporting Statement
<b>Tāngata i te tuatahi</b> People First	He whakapapa, he mokopuna, he tamariki, he mātua, he tūpuna. He aha te mea nui. He tāngata, he tāngata, he tāngata Our people are central to all we do
<b>Whakaute (tuku mana)</b> Respect	He whakaaro nui ki ētahi atu We treat others as they would like to be treated
<b>Manaaki</b> Caring	Ko te manaaki – he whāngai, he kākahu, he ropiropi. Akona e te whānau whānui We nurture those around us, and treat all with dignity and compassion
<b>Whakawhitiwhiti Kōrero</b> Communication	Whakawhitiwhiti kōrero i runga te tika, te pono me te We communicate openly, safely and with respect to promote clear understanding and aroha
<b>Te Hiranga</b> Excellence	Kia kaha, kia māia, kia manawa nui Our attitude of excellence inspires confidence and innovation

The position of Communication Clerk encompasses the following major functions or key result areas:

- Te Tiriti o Waitangi
- Health and Safety
- Privacy & Confidentiality
- Professional Customer Service
- Liaise with Doctors, nursing staff and their support staff and other internal hospital services, ensuring patient flow is optimised
- Ensure all documentation requirements are coordinated with accuracy, keeping within recommended timeframes
- Adhere to Te Whatu Ora Te Tai Tokerau and Emergency Department policies, protocols and guidelines with regard to patient safety and confidentiality
- Ensure there is effective communication with staff, patients, their families/whanau, other colleagues and the general public
- Ensure knowledge and skill development is ongoing and up to date with current Te Whatu Ora Te Tai Tokerau requirements
- Te Whatu Ora Te Tai Tokerau values

The outcome requirements of the above key responsibility areas are outlined below:

Key Responsibility Area	Expected Outcomes
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Contribute to the promotion of the articles and principles of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for their health and independence, within Te Whatu Ora management processes and procedures</li> <li>• Include the articles and principles of Te Tiriti o Waitangi within all aspects of the role and its outcomes</li> <li>• Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Māori in a culturally appropriate and safe manner</li> <li>• Attend the Te Whatu Ora Te Tiriti o Waitangi Training</li> </ul>
<b>Liaise with Doctors, nursing staff and their support staff and other internal hospital services, ensuring patient flow is optimised</b>	<ul style="list-style-type: none"> <li>• In consultation with the Nurse Manager, liaise with Nursing, Medical, Paramedical and other internal Hospital services</li> <li>• Provide a liaison service between patients, team members and other services as required</li> <li>• Call Specialty Doctors, as referred patients are triaged into the department</li> <li>• Notify Nurse / Nurse Coordinator when necessary paperwork is completed for bed request to ward. Once confirmed complete EDaaG requirements and take the Admission to Discharge paperwork to the Nurse</li> <li>• Maintain confidential patient files</li> <li>• Ensure the efficient tracking and co-ordination of clinical notes for inpatients</li> <li>• Carry out general office duties, photocopying, sufficient forms/stationery on hand, emails</li> <li>• Undertake duties to assist with inter-hospital transfers, as delegated</li> </ul>
<b>Ensure all documentation requirements are coordinated with accuracy, keeping within recommended timeframes</b>	<ul style="list-style-type: none"> <li>• Log patient details into EDaaG and continually update this throughout the patient's stay in ED. This is essential for the flow of the patient's progress.</li> <li>• Fax x –ray requests</li> </ul>
<b>Adhere to Te Whatu Ora Te Tai Tokerau and Emergency Department policies, protocols and guidelines with regard to patient safety and confidentiality</b>	<ul style="list-style-type: none"> <li>• Complies and performs duties as specified to the ED following Te Whatu Ora Te Tai Tokerau procedures and protocols</li> <li>• Maintains confidentiality at all times</li> <li>• Maintains environment and facilities to ensure effective, quality service provision</li> </ul>

Key Responsibility Area	Expected Outcomes
<p><b>Ensure there is effective communication with staff, patients, their families/whanau, other colleagues and the general public</b></p>	<ul style="list-style-type: none"> <li>• Assist to create an environment that is therapeutic</li> <li>• Conduct self in a responsible and professional manner</li> <li>• Liaise with Nurse Co-ordinator on a regular basis</li> <li>• Implement organisational vision and values</li> <li>• Respect individual patients' beliefs/values</li> <li>• Actively participate as part of the multi-disciplinary team</li> <li>• Receive all patients' family /visitors enquires with utmost respect and understanding</li> </ul>
<p><b>Ensure knowledge and skill development is ongoing and up to date with current NDHB requirements</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate high level of competence for applications used in Emergency department.</li> <li>• Take part in ongoing training relevant to area of work</li> <li>• To provide a culturally / ethically acceptable service</li> </ul>
<p><b>Customer Service</b>  <b>To ensure a professional quality service is provided to all patients at the Emergency Department</b></p>	<ul style="list-style-type: none"> <li>• It is expected that a high level of customer service will be provided.</li> <li>• Communications Clerk will work proactively with the staff and customers at all times</li> <li>• Portrays a positive manner at all times</li> </ul>
<p><b>Fire Drill / Major Incident</b></p>	<ul style="list-style-type: none"> <li>• Attend at least one fire lecture a year</li> <li>• Attend training on major incidents within ED</li> </ul>
<p><b>CPR</b></p>	<ul style="list-style-type: none"> <li>• Attend CPR training annually</li> </ul>
<p><b>Teamwork</b></p>	<ul style="list-style-type: none"> <li>• Promotes the fostering of a team environment which enhances partnership and cooperation</li> <li>• Assists in the development of new policies and procedures within the Emergency Department</li> <li>• Attends Departmental Clerical meetings</li> <li>• Demonstrates a commitment to continual improvement activities and undertakes such, as appropriate</li> <li>• Develops and encourages customer focus</li> <li>• Promotes a positive and safe working environment</li> <li>• Be available for team development workshops, as determined by CNM</li> </ul>
<p><b>Health &amp; Safety</b></p>	<ul style="list-style-type: none"> <li>• Observe and promote safe work practices, rules and instructions relating to work, and be pro-active in hazard management</li> <li>• Willingly co-operate in the achievement of all health and safety goals and initiatives by: <ul style="list-style-type: none"> <li>• Practicing and observing safe work methods;</li> <li>• The use of safety equipment;</li> <li>• Reporting unsafe conditions or equipment; and</li> <li>• Reporting and documenting all accidents or incidents</li> </ul> </li> </ul>
<p><b>Privacy and Confidentiality</b></p>	<ul style="list-style-type: none"> <li>• Undertake all duties and responsibilities in accordance with the Privacy Act 2020, Health Information Privacy Code 2020, and Privacy Policies and Procedures of Te Whatu Ora</li> <li>• Complete mandatory induction training on Privacy responsibilities</li> </ul>

## Variation of Duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements.

## Person Specification

### Education and Qualifications

Essential	Desirable
<ul style="list-style-type: none"><li>Literacy skills</li><li>Computer skills</li></ul>	<ul style="list-style-type: none"><li></li></ul>

### Experience

Essential	Desirable
<ul style="list-style-type: none"><li>Experience in a customer service work-based role</li><li>Experience with computer systems and data entry</li><li>Experience in a fast-paced working environment</li></ul>	<ul style="list-style-type: none"><li>Experience working in a multi-disciplinary team</li><li>Previous experience working within a Health environment</li><li>Previous experience in a Clerical role</li><li>Experience in Reception Administration duties</li></ul>

### Awareness and Understanding of

Essential	Desirable
<ul style="list-style-type: none"><li>Te Tiriti o Waitangi and its application to the health setting</li><li>Privacy Act (2020) and Health Information Privacy Code (2020)</li><li>Health and Safety at Work Act 2015</li></ul>	<ul style="list-style-type: none"><li>Te Tiriti o Waitangi and its application to the health setting</li><li>Privacy Act (2020) and Health Information Privacy Code (2020)</li><li>Health and Safety at Work Act 2015</li><li>Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996)</li><li>New Zealand Council of Healthcare Standards</li></ul>

### Skills & Personal Attributes

Skills
<ul style="list-style-type: none"><li>Demonstrated ability to respect the privacy of patients, their families/whanau and treat all information in a sensitive, confidential manner</li><li>Confidentiality</li><li>Demonstrate excellent work organisation skills</li><li>Demonstrate well-developed interpersonal skills</li><li>Proven computer skills</li><li>Ability to work under pressure</li></ul>

## Personal Attributes

- Experience working in a multi-disciplinary environment
- Ability to work autonomously, especially time management & prioritising tasks
- Ability to communicate effectively with a wide range of people, including ability to manage telephone communications
- Ability to be flexible, versatile and open to change
- Commitment to accuracy
- Professional attitude and highly motivated

## Performance Development Review

An initial review of performance will be conducted after three months, with an annual review thereafter.

An individual Development Plan will be developed to reflect the contribution this position is expected to make towards achieving the team's objectives and measures. Key result areas will be developed and agreed at this time.

Authorised by: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Acceptance

Acceptance of the position implies acceptance of this position description.

Position Title: Communication Clerk –  
Emergency Department

Signature of  
employee: \_\_\_\_\_

Date: \_\_\_\_\_