

Position Description | Bookings & Reception Coordinator

REPORTING

Reports To	Team Leader Support Services
Direct Reports	None

PURPOSE

- To provide direct coordination and guidance to the reception team to ensure services are delivered in a customer focused and professional manner in line with the hospital values.
- To assist in the training and development of the reception team alongside the Team Leader - Support Services.
- To receive and organise theatre bookings and file management systems.

ESSENTIAL SKILLS

Essential Skills	Highly Desirable Skills
<ul style="list-style-type: none"> • Exceptional customer service focus. • The ability to multitask, prioritise duties, and work independently to manage one's own workload. • Attention to detail with a pride in achieving precise, accurate work. • Excellent communication and interpersonal skills. • A can-do positive attitude. • Computer literate. • Flexibility. • Ability to work well under pressure. • Ability to work well as part of a team. 	<ul style="list-style-type: none"> • Previous experience leading staff. • Previous administration experience with Intermediate to Advanced level Microsoft Office skills.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> • Clinical Services Manager • Senior Clinical Team • Ward Clerk • Maintenance Coordinator • Support Services Team • Finance Team • Purchasing Team
External	<ul style="list-style-type: none"> • Surgeons and their PA's • Anaesthetists • Te Whatu Ora - Te Tai Tokerau • Patients and their Family/Whānau • Various service providers

KEY ACCOUNTABILITIES

<p>Administrative & Customer Service Coordination</p>	<ul style="list-style-type: none"> • Coordinate day-to-day activities of the reception team (encompassing the Receptionists and the Administration Assistant) to ensure professional, accurate, efficient and timely outcomes. • Oversee day-to-day staffing issues as they arise and escalate any issues of concern to the Team Leader – Support Services to manage. • Work alongside the Team Leader – Support Services to develop a team focused on providing a high quality and professional standard of customer service to all patients, Specialists, staff and visitors, fitting the expectations of a private hospital. <ul style="list-style-type: none"> ○ Inform the Team Leader – Support Services of any identified training needs. Provide additional training to the reception staff as appropriate. ○ Assist the Team Leader – Support Services with one2one meetings as requested. • Contribute to and promote the adoption of new processes, innovations and ideas to improve service quality, efficiency or safety. • Ensure that staff uphold the company values and abide by hospital policies and procedures.
<p>Administrative</p>	<ul style="list-style-type: none"> • Act as a link between the Specialist Rooms and Clinical Services Manager to ensure theatre sessions and bookings are well organised and clearly communicated resulting in a seamless and smooth flowing theatre service: <ul style="list-style-type: none"> ○ Supporting the Clinical Services Manager with the creation and maintaining the theatre roster. ○ Receive booking lists and communicate effectively with the Specialist rooms including following up on any outstanding information or lists. ○ Follow the bookings process. ○ Seek approval from the Clinical Services Manager who will ensure that there are sufficient staffing, Theatre and Inpatient Suite resources available prior to new lists or list changes being accepted and patients being added to existing lists. ○ Oversee the communication of list changes to all appropriate staff including the Clinical Services Manager, Perioperative Services Manager, Nurse Manager – Admissions & Inpatient Suite, Department Coordinators and Clinical Resource Nurses. ○ Maintain the hospitals computer systems theatre sessions, bookings, patient information and provide system support to the clinical team as required. ○ Processing of cancelations. ○ Manage Te Whatu Ora - Te Tai Tokerau discharges. ○ Send correspondence as requested to Te Whatu Ora - Te Tai Tokerau. • Coordinate the sending and returning of files from archive storage and ensuring onsite tracking is current. • Assisting with theatre statistics and reporting as requested. • To assist with non-clinical purchasing of office supplies, equipment, etc. as directed. • Provide backup and cover to the reception team as required. • Other duties as directed.



Patient/Customer Service	<ul style="list-style-type: none"> • Deliver high quality customer service to users of Kensington Private Hospital ensuring standards meet customer expectations of a private hospital: <ul style="list-style-type: none"> ○ Welcome patients and visitors in a friendly and pleasant manner that makes them feel at ease. ○ Provide a courteous and friendly telephone service and answering and redirecting calls promptly, professionally and efficiently in a customer focused manner. • Present a professional image and act in an appropriate manner at all times.
Health and Safety	<ul style="list-style-type: none"> • Maintain a safe and appropriate work environment, engage in safe workplace practices, and manage health and safety for reporting staff and others. Report accidents, risks and incidents as they arise.
General	<ul style="list-style-type: none"> • Actively seeks learning opportunities to ensure knowledge and skills are continually evolving in line with current best practice. <ul style="list-style-type: none"> ○ Participates in the Company’s performance development process. ○ Keep up to date with developments in the field. ○ Demonstrate a commitment to ongoing personal and professional development. • Upholds and promotes the Company values, house rules, policies and procedures. • Recognises and respects cultural differences and the application of Te Tiriti o Waitangi principles with the intent of enabling access and improving health outcomes for Māori and Pacific Island patients and increasing cultural diversity within our workforce. • Ensure compliance with the Privacy Act and Privacy policy. • Be proactive in recommending quality improvement initiatives.

DELEGATED AUTHORITIES	
<ul style="list-style-type: none"> • None. 	