

Position Description | Booking Clerk

REPORTING

Reports To	Team Leader – Support Services (or designate)
Direct Reports	None

PURPOSE

To receive and organise theatre bookings and maintain the patient administration system.

SKILLS

Essential Skills	Highly Desirable Skills
<ul style="list-style-type: none"> • Exceptional customer service focus. • Excellent time management and organisational skills with the ability to multitask, prioritise duties, and work independently to manage one's own workload. • Excellent communication and interpersonal skills. • High level of attention to detail with a pride in achieving precise, accurate work. • Professional appearance and standards. • 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 in a hospital environment.

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</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 Team Leaders/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.
<p>Patient/Customer Service</p>	<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.
<p>Health and Safety</p>	<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. • 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

- None.

DOCUMENT NAME: doc_405_Position Description - Booking Clerk_v1.docx	APPROVAL OFFICER: People & Culture Manager
REVIEW DATE: 13 June 2026	DATE APPROVED: 13 June 2023