

POSITION DESCRIPTION

POSITION	Customer Service Administrator
DATE	August 2017
PRIMARY PURPOSE OF POSITION	To provide a high standard of Customer Service and Administration support
RESPONSIBLE TO	Administration Team Leader
FUNCTIONAL RELATIONSHIPS	All QE Health Staff All Clients, Provides and Stakeholders
HOURS OF WORK	As Per IEA

QE Health is located on the lakefront at the northern end of the Rotorua central business district. It is close to many amenities including hotels and motels. QE Health is a private company delivering a range of holistic services including rehabilitation, musculoskeletal conditions/rheumatology, orthotics, medi-spa and fitness programmes to local, national and international clients/clients. These services are funded through both privately paying clients and government contracts (primarily District Health Boards and ACC). The business has been in operation since 1942 and has a proud history in Rotorua based on the healing properties of thermal waters fed by geothermal springs. During the 1940s it was the centre of rehabilitation and treatment for returning servicemen from WWII and since that time has developed into a nationally renowned specialty centre including involvement in rheumatology and rehabilitation research. QE Health has a team of skilled practitioners and dedicated staff who are passionate about the work they do.

Vision: Enhancing Mind, Body and Spirit

Mission: We maximise quality of life through an holistic focus on wellbeing and a person-centred approach using medi-spa and rehabilitation therapies.

Values:

- *Professionalism and Integrity* – we will provide the highest quality of care whilst delivering our service in accordance with legislative, contractual and ethical requirements
- *Respect and trust* – we will treat our clients and each other with dignity and respect, creating an environment of trust, and recognise and respond to the cultural diversity of others
- *Teamwork* – we will work together helping each other to achieve outstanding results
- *Open communication* – we will communicate constructively with openness and honesty

Strategic Goals: The Board and Community Trust have set out the following strategic goals for the organisation:

- *Enable people to live productive lives* – provide quality and good value services to those who will benefit;
- *Build trust and confidence in QE Health* – as a service provider and as a business;
- *Be the provider of choice* – for Medi-spa, rehabilitation and musculoskeletal programmes;
- *Work with stakeholders to build value* – identify key local and national relationships appropriate to QE Health goals and services, and purposefully develop these to mutual benefit;
- *Maintain good clinical and business practice* – so as to be a solid and sustainable business.

PERFORMANCE EXPECTATIONS

Key Tasks	Expected Results
Patient / Client (Internal and External) Contacts	<ul style="list-style-type: none"> • Provide immediate responses by phone, in person and via email to routine requests for information from staff, patients/clients and the public. • Clients are greeted in a polite professional manner. • Clients complete all documents required and pay prior to their treatments. • Relay all other requests to clinical staff and respond/convey information as requested. • Manage challenging enquiries, providing options and escalating problems as appropriate.
Information Management	<ul style="list-style-type: none"> • Maintain accurate and appropriate patients/client records both manually and by computer as and when required. • Prepare written material within QE Health guidelines and utilise HCC templates, including letters, emails and facsimiles. • Navigate and use multiple QE Health computer applications. • Access information to maintain knowledge of business change and updates
Provide Administrative Support to Staff.	<ul style="list-style-type: none"> • Provide general administrative support to all departments • Schedule appointments for new and follow-up visits as instructed • Enter, update and retrieve required electronic patient information, facility schedules and statistical data. • Request files, lab results and other information required by clinical staff. • Invoice and/or receive payment for any departmental services • Manage inwards/outwards mail and paper-flows within the department. • Maintain departmental medical records filing systems if any • Faxes cleared regularly during the day and put in the appropriate mail boxes. • Notify other departments of urgent faxes received. • Provide evidence of initiatives taken to improve and innovate best practice strategies within the administrative support team. • Carry out routine audits • Effective interpersonal and team skills
Provide Environment and Facility Support.	<ul style="list-style-type: none"> • Maintain departmental forms register, stocks of forms, brochures, price lists, stationery, IT and other office supplies. • Ensure service areas are clean, tidy and functional and arrange for any building or equipment maintenance that is required • Assist with induction training and ongoing support for staff to use equipment and systems within the department.
Security Measures are Implemented and Adhered to:	<ul style="list-style-type: none"> • Ensure the facility is locked securely at the end of the evening or weekend shift. • Spa and Administration staffs are to leave together at the end of the evening / weekend shift. • Ensure Till floats are counted at the beginning and end of each shift. • Ensure Tills balance at the end of each shift with POS Terminal report or provide evidence of transaction errors causing out of balance. • Cash is not left unattended or accessible by other unauthorised clients or patients
Self-Management	<ul style="list-style-type: none"> • Maintain a timely service to all patients/clients • Manage your time to adhere to daily rosters • Maintain self-development using available resources, identify and suggest developmental training needs.

	<ul style="list-style-type: none"> • Be adaptable and respond appropriately to on-going changes. • Maintain business standards for behaviours and professionalism, and adhere to the QE Health Administration dress standard. • Manage your personal health and wellbeing, including complying to scheduled work breaks and workplace health and safety requirements. • Maintain up to date desk file and required reference materials.
Team Player	<ul style="list-style-type: none"> • Support and encourage other team members. • Identify and/or develop collaborative working relationships. • Contribute to the wider team by supporting projects and wider QE Health activities. • Actively contributes to the development and success of QE Health's performance
Health and Safety	<ul style="list-style-type: none"> • Company health and safety policies are read and understood and relevant procedures applied to their own work activities. • Workplace hazards are identified and reported, including self management of hazards where appropriate. • Can identify health and safety representative for area. • To comply with current Health and Safety legislation
General	<ul style="list-style-type: none"> • Other duties as may be reasonably assigned to this position and for which the position holder has received adequate training or instruction

COMMUNICATION

- Responds appropriately to patients/staff questions, requests and problems.
- Establishes and maintains a rapport and trust with patients/ staff.
- Communicates clearly and appropriately within own team and with other teams in QE Health.
- Uses skills to clarify and to confirm understanding of information received.

PROFESSIONAL DEVELOPMENT

- Seeks to learn, develop and improve own practice.
- Contributes to continuous quality improvement in QE Health-wide service delivery.
- Participate in regular Professional supervision.

LEGAL AND ETHICAL RESPONSIBILITIES

- Acknowledges own personal beliefs and values, and works in a way that respects the right of others to hold their own personal beliefs and values.
- Operates within the intent of the Treaty of Waitangi by demonstrating cultural awareness through partnership, protection and participation.
- Complies with patients/staff confidentiality and privacy regulations.
- Challenges practices that could compromise patients/staff safety, dignity or privacy.
- Recognises expectations and limitations of own practice, ie scope of practice.
- Takes responsibility for own actions and outcomes.

SAFE ENVIRONMENT RESPONSIBILITIES

- Complies with relevant legislation, codes of practice and organisational policies and procedures.
- Takes responsibility for personal health and safety, and of clients and staff.
- Demonstrates a working knowledge of QE Health procedures in emergency and disaster situations.
- Undertakes any other duties requested by the employer from time to time.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> National Certificate in Business Administration & Computing (NZQA Level 4) Health Administration Endorsement (incl NZQA Unit Standard 126 - Medical Administration) <p><i>or any other qualification / experience that demonstrates a capacity to have the required literacy, communication, computing and office systems knowledge needed.</i></p>	
Experience	<ul style="list-style-type: none"> Prior experience in a customer service or administrative support role. 	Front Line customer service role
Skills	<p>Appointees need to have or acquire the following skills and knowledge:</p> <ul style="list-style-type: none"> advanced level skills using MS Outlook, Word & Excel; a comprehensive understanding and awareness of QE Health Policies & Procedures the QE Health organisational framework and all clinical services/facilities provided; A comprehensive understanding of all QE Health computer applications; awareness of the implications of the relevant legislation, which includes: <ul style="list-style-type: none"> Patients Rights Health Information Privacy Code 1994 Privacy Act 1993 medical terminology and processes generally; excellence in customer service and people relationship skills; ability to adapt communication style to a range of situations; Excellent verbal communication and active listening skills 	
Qualities	<p>The ideal appointee is someone who demonstrates all or most of the following:</p> <ul style="list-style-type: none"> the interpersonal skills to work effectively in a team environment, to respond cooperatively and to liaise proactively with colleagues in a professional manner; the compassion, patience and cultural awareness to deal sensitively and courteously with clients and visitors; a well-organised approach to managing erratic work flows, meeting deadlines and multi-tasking; the ability to exercise sound judgment and common sense when prioritising, working under pressure without direct supervision, and providing feedback to colleagues and clients in relation to their expectations; is able to work in a front-line, open plan office environment which can at times be somewhat noisy and crowded; takes accountability for quality and accuracy; able to analyse information and solve problems 	