



JOB DESCRIPTION
Youth Health Clinic Receptionist

Position:	Youth Health Clinic Receptionist
Purpose:	The Youth Health Clinic Receptionist is a key role in the Youth Health Hub, as he/she is the first point of contact for many of young people.

INCUMBENT'S PERSONAL DETAILS

Employee Name:	
Phone No:	
Mobile No:	
Email:	

AUTHORITIES

Reports To:	Youth Health Administration Lead.
Number of Direct Reports:	Nil
Staffing:	Nil
Financial Authority:	Nil

KEY RESPONSIBILITIES

Key Accountabilities:	Tasks:
Reception Duties	<ul style="list-style-type: none">• Provides a welcoming approach to young people and visitors to the Youth Health Hub• Accurate client appointments are made according to guidelines• Answers incoming phone calls in a timely fashion• All new clients are registered in the medical database accurately and a new client file established• Meet and greet client arrivals and update medical database• Update and regular checks on client contact information• Accurate messages are recorded, including time, date and name of caller, phone number, messages communicated to appropriate staff members.• Liaises appropriately with clinical and support staff to ensure

	<p>young person is seen in a timely manner</p> <ul style="list-style-type: none"> • Ensures all incoming email, faxes, texts, and correspondence is checked daily and forwarded appropriately • Enquiries from clients, visitors and others are dealt with as quickly and courteously as possible • Work in collaboration with other Youth Health Hub staff to ensure the service runs efficiently
General Administration	<p>Provide administrative support as required including.</p> <ul style="list-style-type: none"> • Filing, photocopying, faxing and scanning • Provide administrative support and attendance at Youth Health Hub events as able. • Maintain room and pool vehicle bookings • Provide meeting support including room set up and minutes as required. • Ensure Youth Health Hub Stationery and Kitchen supplies are ordered and maintained at an adequate level • Ensure information displays are stocked and kept tidy • Provide basic administration / IT trouble shooting assistance to all staff. • Other duties as required by the Practice/Nurse Manager
Youth and Whānau Engagement	<ul style="list-style-type: none"> • Provide a youth friendly approach • Provide a customer service focus providing relevant accurate information about the <i>HealthWEST</i> services • Ensure the reception and clinic spaces have updated resources available and set out in an accessible manner
Coordination and Administration Support	<p>Youth Health Clinics</p> <ul style="list-style-type: none"> • To provide reception duties and administrative support for the Youth Health Clinics – West and North service. • Coordinate and support visiting clinicians to the Youth Health Clinics. • Correspondence is scanned and kept up to date • Be accountable for accurate data entry on relevant database
Health and Safety	<ul style="list-style-type: none"> • Recognise individual responsibility for workplace Health and Safety under the Health and Safety Act 1992. • Support clinic to maintain a safe workplace and report incidents and accidents appropriately and in a timely manner
Treaty of Waitangi	<ul style="list-style-type: none"> • Awareness of the Treaty of Waitangi and the special access needs of Māori. Mandatory training provided to all HealthWEST staff.
IT Support	<ul style="list-style-type: none"> • Be able to direct staff to the appropriate IT helpdesk and or raise more complex IT issues to the Administration Lead.

MEETINGS

Meeting:	Frequency:
Youth Health Hub staff meeting	As required
Manager	Regular catch-up meetings with Admin lead
HealthWEST Staff meeting	As required
Any other meetings	As required

Variations to Position Description

This position description describes the accountabilities and requirements of the position and is intended as a guide to the main elements of the role and should not be considered as a complete listing of all duties and tasks that may be undertaken. This position description is not intended to be restrictive and may change. Every effort will be made with the post holder about changes internally or externally to the organisation.