



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 Clinic, as he/she/they are the first point of contact for many of young people and family accessing services.

INCUMBENT'S PERSONAL DETAILS

Employee Name:	
Phone No:	
Mobile No:	
Email:	

AUTHORITIES

Reports To:	Youth Health Clinic Manager
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 PMS accurately and a new client files are• Client details are maintained and checked on a regular basis• All client arrivals are flagged as arrived in the PMS• Accurate messages are recorded, including time, date and name of caller, phone number, message• 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 requests by email, social media, 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 services to ensure the service runs efficiently.
General Administration	<p>Provide administrative support as required including;</p> <ul style="list-style-type: none"> • Filing, photocopying, attachments & scanning • Provide administrative support for Youth Health Hub • Provide administrative support and attendance at Youth Health Hub events • Maintain room bookings and pool car keys onsite for other services • Provide meeting support including room set up and minutes as required. • Ensure Youth Health Clinic Stationery and Kitchen supplies are maintained monthly at an adequate level • Ensure information displays are stocked and kept tidy • Provide basic administration /IT trouble shooting assistance to all staff. • Support external communications, where appropriate for the Youth Clinic • Other duties as required by the Clinic Manager or Clinic Lead or clinical staff
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 organisations services • Ensure the reception and YHH 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 services. • Coordinate and support visiting clinicians to the Youth Health Clinics. • Ensure correspondence and communications are sent out in a timely fashion – when appropriate. Correspondence is scanned and kept up to date • Be accountable for accurate data entry for all service delivery components on relevant databases • Ensure daily invoicing is completed • Assist Clinic Manager with preparing Encounter reports for end of month • Assist with ACC Claiming and invoicing • Assist with POAC invoicing • Other duties as required
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"> Integrated awareness of the Treaty of Waitangi and the special access needs of Maori into administration and communication processes
IT Support	Be able to direct staff to the appropriate IT helpdesk and/or raise more complex issues to the Senior Admin/Clinic Manager.

MEETINGS

Meeting:	Frequency:
Youth Health Hub staff meeting	As required
Manager	Regular catch up meeting with Youth Clinic Manager
HealthWEST Staff meeting	Quarterly
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.