



## POSITION DESCRIPTION

<b>Position Title</b>	<b>Receptionist</b>	
<b>Work Unit:</b>	Poutini Waiora	
<b>Reports daily to:</b>	<i>Operations Manager</i>	
<b>Responsible For:</b>	<i>Front Desk reception/Gatekeeper - Hokitika Office</i>	
<b>Overview:</b>	<p>Poutini Waiora is the only Maori Health and Social Service Provider based on the West Coast with offices in Westport, Greymouth and Hokitika. Poutini Waiora is a well-established provider of quality, professional and responsive health and social services based on a 'whanau ora' model of care.</p> <p>The role of Poutini Waiora is to provide a range of free and accessible health and social services for Maori as a first priority to help achieve the vision of: <b>"Strengthen the mana and wellbeing of whanau and community"</b>.</p> <p>Poutini Waiora Delivery Area: Te Tai o Poutini (Kawatiri, Mawhera, Hokitika/Westland, South Westland).</p>	
<b>Purpose:</b>	<p>Receptionists are a pivotal kaimahi in any organisation. They are the first point of contact for any visitors to the office or anyone contacting an organisation.</p> <p>A Receptionist also maintains security by logging all visitors and possibly issuing visitor passes, plus provide support to the overall team as required.</p>	
<b>Key Relationships:</b>	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>- Consumers, family/whānau and carers</li> <li>- All Poutini Waiora staff</li> <li>- Finance – Management Accountant</li> <li>- Region leadership (i.e. Operations Managers, Team Leaders)</li> </ul>	<p><b>External</b></p> <ul style="list-style-type: none"> <li>- Iwi, hapu, whānau and other community stakeholders</li> <li>- West Coast District Health Board</li> <li>- Non-Governmental Organisations (NGOs) and other providers of health/disability/support services</li> <li>- Boards and Councils</li> <li>- Private Care Providers</li> <li>- West Coast Primary Health Organisation (PHO)</li> <li>- General Practices</li> <li>- Oranga Tamariki</li> </ul>
<b>Last Revision:</b>		

**ORGANISATIONAL VISION & VALUES:**

**Our Vision** - Striving to ensure Poutini whānau receive the support they need to achieve whānau ora.

We seek to have an integrated Poutini Wairoa system that is clinically sustainable and fiscally viable; a wellbeing system that wraps care around a person and helps them to stay well in their community.

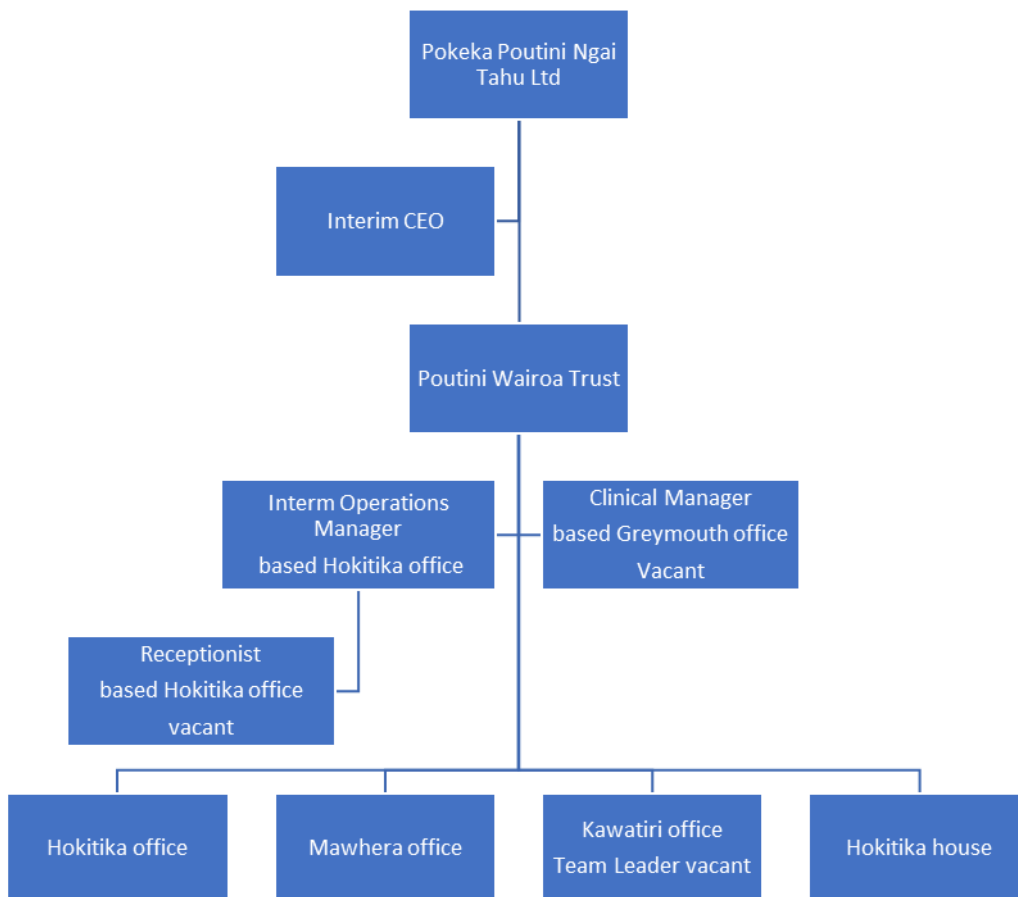
**All activities of the Poutini Wairoa reflect the values of:**

<ul style="list-style-type: none"><li>• <b>Mana motuhake</b></li><li>• <b>Tikanga</b></li><li>• <b>Te Reo</b></li></ul>	<ul style="list-style-type: none"><li>• Aroha</li><li>• Manaaki</li><li>• Whānaungatanga</li><li>• Kotahitanga</li></ul>	<ul style="list-style-type: none"><li>• Empathetic</li><li>• Proactive</li><li>• Relevant</li><li>• Quality Service</li></ul>
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**He whakatauki**

Whakapiki ake te wairoa o te whānau - *Enhancing whānau health & wellbeing.*

**ORGANISATIONAL CONTEXT**



## KEY ACCOUNTABILITIES

Is accountable for	And is successful when
<p><b>Receive Visitors</b></p> <ul style="list-style-type: none"> <li>• greet visitors appropriately</li> <li>• determine visitor needs in a professional manner</li> <li>• maintain visitor register</li> <li>• offer refreshments to visitors where appropriate</li> <li>• direct visitors to correct person</li> <li>• ensure back up when absent from reception desk</li> </ul>	
<p><b>Answer Phone Calls</b></p> <ul style="list-style-type: none"> <li>• answer and address incoming phone calls in a timely and polite manner</li> <li>• clearly determine the purpose of the call</li> <li>• deal with queries and provide correct information</li> <li>• forward calls to appropriate person</li> <li>• take and deliver messages accurately and completely</li> </ul>	
<p><b>Manage Mail/Emails</b></p> <ul style="list-style-type: none"> <li>• sort and distribute incoming mail/emails promptly</li> <li>• prepare outgoing mail for pick-up or courier</li> <li>• organize courier deliveries</li> </ul>	
<p><b>Monitor Security</b></p> <ul style="list-style-type: none"> <li>• monitor people coming and going through the reception doors</li> <li>• issue visitor passes where required</li> <li>• be aware of and report suspicious activity</li> </ul>	
<p><b>Financial</b></p> <ul style="list-style-type: none"> <li>• monitor and record petty cash payments</li> <li>• balance petty cash</li> <li>• send travel requests to the Operations Manager for approval then submit to the Finance for final approval.</li> <li>• send purchase request orders to the Operations Manager for line approval then submit to Finance for final approval.</li> </ul>	
<p><b>Clerical</b></p> <ul style="list-style-type: none"> <li>• photocopy and collate documents</li> <li>• file documents accurately</li> <li>• maintain equipment and report any malfunctions</li> <li>• monitor, control and order office supplies</li> <li>• complete other duties as assigned</li> </ul>	
<p><b>Organise Meetings</b></p> <ul style="list-style-type: none"> <li>• book meeting room</li> <li>• inform participants</li> <li>• set up meeting room with necessary stationery and equipment</li> <li>• organize catering for meeting</li> <li>•</li> </ul>	
<p><b>Reception Area Maintenance</b></p> <ul style="list-style-type: none"> <li>• keep reception area clean and neat</li> <li>• maintain and organize reading material</li> </ul>	

<b>Office/Facilities Area Maintenance</b> <ul style="list-style-type: none"> <li>• keep office space clean and neat</li> <li>• all cleaning duties weekly</li> </ul>	
<b>Health and Safety Compliance</b> <ul style="list-style-type: none"> <li>• Quarterly Checks</li> <li>• Fire Drills</li> <li>• H&amp;S Induction Checks</li> <li>• Incident reporting</li> </ul>	

**GENERIC JOB REQUIREMENTS**

*Kaupapa Poutini Waiora*

- Actively take part in Poutini Waiora kaupapa activities including noho marae, tikanga and te reo sessions, waiata, staff meetings etc.
- Participate in regular supervision; self management; peer supervision
- Follow organisational policies and procedures
- Adapt to and support a team & physical environment to enhance high quality performance

These responsibilities may be revised from time to time by the Operations Manager in Consultation with the Employee.

Key Performance Indicators will be used for the purposes of performance planning, appraisal and review along with such other performance targets as may be negotiated.

**Person Specifications:  
QUALIFICATIONS**

**Essential:**

- Current Drivers Licence
- NCEA level 2 Certificate or equivalent
- Computer proficiency

**Desirable:**

- reception experience

**Professional Development**

- To participate with Management in peer review and personal performance appraisal and identify areas for professional development.

**SKILLS AND EXPERIENCE**

**Essential:**

- Confident
- Excellent work history
- Passion for improving health
- Commitment to Māori development
- Support and advocate for health initiatives
- Computer proficiency
- Excellent verbal and written communication skills

- Professional personal presentation
- Strong customer service skills
- Organising and planning skills
- Exceptional multitasker
- Ability to work independently

**Desirable:**

- Fluency in Te Reo Maori
- Knowledge of Tikanga
- Knowledge of the Treaty of Waitangi.
- Knowledge of local Māori and mainstream communities.
- Previous clerical, administrative or reception experience

**PERSONAL ATTRIBUTES**

**Essential:**

- Organised
- Vibrant
- Energetic
- Motivated
- Healthy
- Confidential
- Honest
- Reliable
- Punctual
- Flexible
- Positive
- Multi-tasker
- Work well under pressure
- Attention to detail