



**Job Title:** Practice Administrator/Healthcare Assistant  
**Department:** Rehua Medical  
**Reports to:** Practice and Mobile Health Manager

**Organisational expectations:**

Te Puna Ora O Mātaatua expects all employees to maintain acceptable standards of conduct at all times having regard to the reputation of the Organisation and the welfare of the Clients they serve.

Employees will carry out their duties in a professional manner while observing all codes, legal requirements and policies and procedures of Te Puna Ora O Mātaatua.

Flexibility in hours may be required to ensure deadlines are met.

**Key Responsibilities:**

The Practice Administrator/Health Care Assistant Role is responsible for:

- Prioritise and Co-ordinate the implementation for our long term condition contracts.
- Manage all specialist's patient scheduling, including appointment booking and follow-ups + typing of specialist reports as required.
- Managing phone calls and correspondence (email, faxes, letters, packages etc)
- Performing typing, scanning, and filing duties accurately
- Always maintain confidentiality of patient information
- Understand and use practice manuals relating to clerical and operational matters
- Develop and improve filing systems
- Processing patients' new enrolments, and transferring notes correctly
- Assist with the provision of information for practice reporting requirements as requested
- Assist with routine examination and diagnostic tests e.g., BP, Pulse, temperature, height, weight, and BMI
- Assist in patient assessments and implementation of care plans
- Prepare and maintain environments and equipment before, during and after patient interventions
- Understand and apply the principals of the cold chain
- Assisting with ensuring medical supplies are kept at an adequate level and ordering of supplies is completed regularly.
- Ensure clinical workspaces, equipment's and storerooms are clean and tidy as per practice protocols.

- Ensure equipment is cleaned and sterilized in the correct manner and is available for use when required.
- Assist the registered nurse with recall and reminder systems and referrals as appropriate to national screening programmes
- Maintain the educational resources to assist people to reduce or change risky and harmful lifestyle behaviours
- Provide administration and co-ordination support to our Mobile Rehua Nurse's as required.
- Assisting the clinical team when required to do so and other tasks requested by practice and mobile health manager.

**Competencies, abilities, and attributes:**

- Working knowledge of clinical environment.
- Experience working with the MedTech patient management computer system
- Sound written communication skills and good knowledge and use of English grammar
- Experience working in a general practice environment
- Strong telephone, communication, customer service and time management skills
- Enjoys meeting the health and wellness needs of people and the community
- Good time management skills
- Flexible and professional in dealing with staff and patients
- Attention to detail, confidentiality and professionalism
- Knowledgeable on general principles of first aid and resuscitation
- Self-motivated, reliable, trustworthy and has a friendly 'can do' attitude
- Ability to engage, develop and maintain relationships with employees, clients and relevant stakeholders of Te Puna Ora o Mataatua;
- Commitment to the vision and values of Te Puna Ora o Mataatua; and
- Knowledge of Te Reo me ōna Tikanga Māori.