POSITION DESCRIPTION

Tūnga / Position Title:	Clinical Assistant
Kia pūrongo / Reports to:	GP supervisor
Ngā Hāora / Hours:	To be agreed
Salary:	
Direct Reports	Nil
Tūnga / Nature of Position:	Permanent. This position description will be reviewed after 12 months. Either party may initiate change at any time if mutually agreed.
Whakamārama / Background:	*Medical Practice blurb…*
Anei a matou Pono / Our Values	*Medical Practice values / Philosophy…*

ARONGA – ROLE PURPOSE

The Clinical Assistant role is to support the General Practitioner with clinical administrative tasks under the direction and delegation framework, which will contribute to support the delivery of a patient-focussed service.

The Clinical Assistant role is an unregulated position and responsibility will sit with the GP supervisor under the delegation policy.

WHANAUTANGA – KEY RELATIONSHIPS

Internal
- General Practitioners
- Practice Nurses
- Primary Care Practice Assistants
- Administration and Reception Staff
- Practice Manager
- Tū Ora staff and member organisations as required

External
- Community agencies and providers
- Service providers
- Other PHO's and other Primary networks

Pūkenga / Competency	Ngā Mahi / Activities	Ngā Kawatau / Expectations
Patient Care *Participate in tasks that*	• Print and send recalls to patients, and follow up overdue recalls	• Patient recalls are entered and sent, and overdue recalls are followed up as per practice policy

supports and assists the General Practitioner to ensure an efficient clinical workflow	• Processing normal results as per practice policy • Scheduling appointments, referrals, and tests for patients, and coordinating Shared Medical Appointments. • Follow up patients as to the outcome of hospital or other encounters • Providing patients with health information from trusted sources	• Clear communication with patients regarding results and health outcomes. Entering various results to screening and recall • Health outcomes and results are communicated to patient. Results are entered appropriately and accurately using correct codes • Timely action of follow up appointments and referrals to external services • Appropriate health information is made available to patients
Communication and Documentation *Ensure effective communication and documentation of tasks are relayed to the clinical team as per policies and guidelines*	• Sorting incoming correspondence, prioritising for the GP in terms of action as per practice policy • Follow up all post results from GP • Escalate any task that is not listed within the delegation document.	• Filtering various specialist, allied health, ED, and After-Hours letters including follow up, tasks, recalls are actioned, new classifications entered, and medication changes are noted for clinician attention • Information requiring coding and adding to patient notes are extracted from clinical letters • Patient communication and care documented accurately and appropriately
Continuous Improvement and Quality Focus	• Identify quality improvement opportunities and assisting the patient care team in the implementation of quality initiatives • Comply with relevant legislation and Practice standards	• Assistance with maintaining Foundation / Cornerstone / HCH Accreditation standards
Learning and Professional Development	• Participate in performance review processes • Ensure knowledge base is up to date and relevant for tasks performed	• Attend relevant internal and external education seminars and skills-based training courses • Training plan completed
Administration Support	• Coordinate and provide administration support for the Multi-Disciplinary Team meetings • Preparing and sending outgoing correspondence • Liaise and communicate with outside agencies on behalf of the GP where instructed	• Regular MDT meetings are organised, and documentation prepared and distributed to the team

Health and Safety	• Comprehensive understanding and compliance of Clinical Policies and Procedures and NZ Legislation such as Health and Safety, Code of Rights, Code of Conduct and Privacy • Emergency management procedures and compliance education and training completed • Identifying, isolating, and reporting any workplace hazards and safety concerns	• Upholds and maintains *(practice name)* Clinical Policies and Procedures • Emergency Management training completed

KAIMAHI – PERSON SPECIFICATION	
Customer Focus and Communication	• Demonstrates an understanding of responsibilities under the Health and Disability legislation • Provide a patient-centred service ensuring patient needs are top priority • Excellent written, verbal, listening and interpersonal skills • Ability to communicate with a diverse range of people as well as an understanding of cultural differences • Familiar with medical terminology is desirable
Outcome focused and Self-Management	• Ability to prioritise multiple demands based on urgency and importance, modifying and reprioritising if the situation changes or if the initial approach doesn't achieve the desired results • Able to work independently and show initiative and accountability for own actions • Demonstrates an ability to seek assistance appropriate to maintain integrity of role responsibilities • Self-motivated to achieve set deadlines to a high standard
Technical Skills and Knowledge	• Customer service qualification or equivalent customer service experience essential • Previous experience in a patient care setting is desired • Experience in the use of Patient Management Systems and Microsoft Office products including the effective use of email • Willingness to participate in relevant education and skills-based training programmes to ensure knowledge base is up to date and relevant to the care provided
Integrity	• Deals effectively with colleagues, practice team, and internal and external stakeholders by displaying high professional standards, and is respectful and reliable • Displays ethical and professional behaviour in all situations including confidentiality and discretion
Teamwork	• Ability to work co-operatively as part of a cohesive team, and contribute to and support team activities • Accepts share of workload to help others and the team • Share ideas, information, resources, and experience with team members