

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:	<i>Medical Practice blurb...</i>
Anei a matou Pono / Our Values	<i>Medical Practice values / Philosophy...</i>

ARONGA – ROLE PURPOSE
<p>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-focused service.</p> <p>The Clinical Assistant role is an unregulated position and responsibility will sit with the GP supervisor under the delegation policy.</p>

WHANAUTANGA – KEY RELATIONSHIPS
<p>Internal</p> <ul style="list-style-type: none"> • General Practitioners • Practice Nurses • Primary Care Practice Assistants • Administration and Reception Staff • Practice Manager • Tū Ora staff and member organisations as required <p>External</p> <ul style="list-style-type: none"> • Community agencies and providers • Service providers • Other PHO's and other Primary networks

Pūkenga / Competency	Ngā Mahi / Activities	Ngā Kawatau / Expectations
<p>Patient Care <i>Participate in tasks that supports and assists the General Practitioner to ensure an efficient clinical workflow</i></p>	<ul style="list-style-type: none"> • Print and send recalls to patients, and follow up overdue recalls • 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 	<ul style="list-style-type: none"> • Patient recalls are entered and sent, and overdue recalls are followed up as per practice policy • 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

	<ul style="list-style-type: none"> • Providing patients with health information from trusted sources 	<p>are entered appropriately and accurately using correct codes</p> <ul style="list-style-type: none"> • Timely action of follow up appointments and referrals to external services • Appropriate health information is made available to patients
<p>Communication and Documentation <i>Ensure effective communication and documentation of tasks are relayed to the clinical team as per policies and guidelines</i></p>	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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
<p>Continuous Improvement and Quality Focus</p>	<ul style="list-style-type: none"> • Identify quality improvement opportunities and assisting the patient care team in the implementation of quality initiatives • Comply with relevant legislation and Practice standards 	<ul style="list-style-type: none"> • Assistance with maintaining Foundation / Cornerstone / HCH Accreditation standards
<p>Learning and Professional Development</p>	<ul style="list-style-type: none"> • Participate in performance review processes • Ensure knowledge base is up to date and relevant for tasks performed 	<ul style="list-style-type: none"> • Attend relevant internal and external education seminars and skills-based training courses • Training plan completed
<p>Administration Support</p>	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Regular MDT meetings are organised, and documentation prepared and distributed to the team
<p>Health and Safety</p>	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Upholds and maintains (<i>practice name</i>) Clinical Policies and Procedures • Emergency Management training completed

	<ul style="list-style-type: none"> • Emergency management procedures and compliance education and training completed • Identifying, isolating, and reporting any workplace hazards and safety concerns 	
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KAIMAHI – PERSON SPECIFICATION		
Customer Focus and Communication	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 	