

<b>Job Title</b>	Logistics and Operational Support Coordinator – Tekau mā iwa	
<b>Reports to</b>	Kaitataki – Tekau mā iwa – Clinical	Coordinator
<b>Direct Reports</b>	Nil	
<b>Key Relationships</b>	<b>Internal</b>	<b>External</b>
	General Practitioners	Whanau/Hapu/Iwi/ Marae
	Nurses	PHO
	Nurse Practitioners	Medical Centre's
	Outreach services	Public Health
	All Staff	Wairarapa DHB

### Vision Statement

*Wairarapa - He Waiora*

*Wairarapa - A Place of Wellness*

### Mission Statement

*He rarapa i ngā āhuatanga e ū ai te hā o te ora*

*To pursue and participate in ways of bringing about wellness*

### Role Purpose

The logistics and operational support coordinator provides a welcoming face to the organisation and excellent customer service to our clients and their family/whanau. This position will work as part of an effective team to maintain the front-of-office reception/telephone and general office/administration duties. The logistics and operational support coordinator will be required to assist with patient screening at Tekau mā iwa front door during a nationwide health crisis or as necessary for the overall wellbeing of patients and staff.

### Key Accountabilities

- Greet visitors upon arrival at the main entrance and welcome them into the clinic.
- Provide a consent form and explain process for Tekau Mā Iwa
- Provide hospitality and support to visitors in the observation area
- Assist staff and visitors in maintaining patient flow, avoiding crossover where possible
- Farewell visitors as they leave
- Assist team with monitoring the observation time requirements and identify and discrepancies to clinical lead
- Support clinical team in the event of an emergency

### Other roles Logistics and operational support coordinator support with

- Prepare collateral for consent process
- Assist team to maintain a tidy and welcoming space

- Undertake CPR and AED training as provided
- Contribute meaningfully to the positive experience for both visitors and staff

### Health and Safety

The logistics and operational support coordinator plays a key role in following the triage procedures, including the administration of CPR as required. This role will be active in ensuring that emergency procedures are followed such as fire and evacuation. This role must report all incidents, events, hazards, near misses and accidents.

### Collaboration with colleagues

Working constructively and harmoniously (interdisciplinary) with other members of the centre's team to ensure patients receive the best in customer care.

### Learning and development

This includes taking responsibility for personal continuing professional development ensuring the demands of the role are met.

Supporting new colleagues through their orientation and induction.

Attending education sessions provided ongoing development.

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### Other Duties

Travel from time to time.

This is not an exhaustive list, and it is expected that you will follow any other lawful and reasonable request.

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### Personal Attributes

#### Education

##### *Desirable*

- Reception office support certification

#### Experience

##### *Essential*

- Previous customer experience/ reception work
- IT and computer literacy

##### *Desirable*

- Has worked in primary health care and/or emergency care
- Familiarity with or a willingness to learn MedTech32
- Relevant Patient Management System experience

#### Skills & Attributes

- A friendly and approachable manner with good people skills.
- Has the ability to empathise and provide passionate care to clients.
- The ability to work as a member of a large multidisciplinary team.
- Excellent communication skills -interacts with the public discreetly and sensitively, recognising their needs for alternative methods and styles of communication.
- Willingness to work under pressure