Wathaurong Aboriginal Co-operative

POSITION DESCRIPTION

Medical Receptionist

Position Details

<table>
<thead>
<tr>
<th>Manager</th>
<th>To be confirmed</th>
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<tr>
<td>Direct Reports</td>
<td>Nil</td>
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<tr>
<td>Hours</td>
<td>Full time, 38 hours per week, Monday to Friday 9:00am – 5:00pm</td>
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<td>Location</td>
<td>62 Morgan Street, North Geelong</td>
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<tr>
<td>Classification</td>
<td>Aboriginal Community Controlled Health Service Award MA000115 Administrative Grade 2</td>
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Position Objective

This position supports the Health Services Unit through the provision of professional front-of-house medical reception and administrative services. The position focuses on providing an efficient, accurate, culturally safe, and welcoming entry point for visiting community members at the Health Services Clinic, as well as supporting clinical and health services unit staff in the daily administration of service and program delivery.

Key Responsibilities

- Provide professional telephone switchboard services for the Health Clinic
- Create and amend patient appointments using the best practice system
- Provide a welcome first contact for visiting community members to the health clinic and liaise with health staff to manage daily appointments
- Complete initial patient intake documentation
- Monitor sensitive patient profile information by creating and amending patient records
- Process medical results and electronic data
- Recall patients as required and make appointments
- Organise and administrate patient transport
- Reconcile and invoice for Medicare billing
- Provide general administrative support to the health services team
- Adminstrate incoming and outgoing mail delivery, general email enquiries, and faxes
- Other reasonable duties as directed by the manager to support and achieve team objectives.
### Key Performance Indicators

- Responsibilities are met in line with organisational policies and procedures, and contribute to relevant goals and objectives of the organisational strategy.
- Community members and patients receive consistently professional, efficient, and culturally appropriate service when attending or contacting the health clinic.
- Role demonstrates continuous quality improvement and risk management as identified and measured through organisational processes.
- Role undertakes any organisational and position-specific training and accreditation required.
- Internal and external reporting and record management obligations are met to an appropriate standard in a timely manner.
- Role contributes to the health, safety and wellbeing of all employees and visitors to the Cooperative by reporting risks, hazards, and incidents and maintaining awareness of emergency procedures.
- Role contributes to the cultivation of positive organisational and team environments that are supportive of culture, equality, and diversity.

### Key Selection Criteria

- Excellent administrative skills and experience working in a reception or professional office environment.
- Ability to provide excellent phone answering services, preferably with experience using a switchboard system.
- Experience providing customer services preferably in a community or health setting.
- Demonstrated understanding of Aboriginal cultural practice and custom, and the ability to demonstrate cultural awareness and respect.
- Strong interpersonal skills with ability to develop positive relationships with team members including visiting practitioners.
- Strong written communication skills and computer literacy with a high level of accuracy in data entry and record keeping.
- Ability to work effectively and cooperatively as part of a team and follow processes.

### Acknowledgement and Agreement

Signing of this Position Description, confirms appointment to the Position and agreement of incumbent (Position Holder) to perform all duties and responsibilities as outlined above and in accordance with the requirements of this position.

Signed

Position Holder

DATE
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<th>Position Description: <strong>Medical Receptionist</strong></th>
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<tr>
<td>CEO</td>
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<tr>
<td><strong>LISA BRIGGS</strong></td>
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