

Employee Position Description

Position Details		
Position Title: Receptionist	Department: Reception	Agreement: Victorian Stand Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
Reports To: Manager Medical	Location: headspace Hawthorn	
Direct Reports: NIL	Employment Status: Part Time (0.5 EFT)	Classification: Clerical Worker Class C Year 5+
Position Primary Purpose		
<p>The main responsibility of this role is to ensure quality reception and information services are provided to headspace GP's, staff and young people.</p> <p>The incumbent will ensure that the assigned duties and *daily reception operations are carried out promptly and thoroughly. The incumbent will be expected to provide a wide range of administrative and support services across various sites and various disciplines including the need to fill in or cover reception and telephone support. This role may also involve some afterhours work.</p> <p style="text-align: center;"><i>*Daily reception operations may cover all disciplines including Medical, Allied Health, Headspace, Mental Health and AOD.</i></p>		
Decision Making Authority		Key Relationships

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

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<p>Decisions made independent of Manager</p> <ul style="list-style-type: none"> Respond to all contacts into the service 	<p>Internal</p> <p>Immediate team members including General Practitioners, Allied Health Clinicians, Mental Health Team, AOD Team, Intake, Team Leaders, Managers, Senior Managers, Senior Staff Members, Volunteers and in-kind service providers</p> <p>External</p> <p>Families, Carers, Community Agencies, GP's, Nurses, Specialists, Other Health Care Providers, Schools/Universities, Child Protection, Child First, Family First, Hospitals, Emergency & Legal Services</p>
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Key Accountabilities	
Focus Areas	Responsibilities
General Reception (all sites)	<ul style="list-style-type: none"> Provide a courteous, friendly and efficient reception service to all clients and staff Operate switchboard, provide information on services provided by the Centre, redirect calls and take messages Scheduling and changing appointments Processing of Medicare, Insurance and Hicaps Work as part of the reception team across headspace and AccessHC
Liase with internal/external services	<ul style="list-style-type: none"> Develop and maintain appropriate networks and resources to enable the referral of young people to Support of headspace GP's Participate and work cooperatively within the multidisciplinary team, collaborative partner organisations and clients/stakeholders
Administration	<ul style="list-style-type: none"> Processing recalls and reminders for client follow up as directed by GP Order stationery and supplies as instructed by Team Leader or Reception Coordinator Conduct daily opening and closing procedures Maintain neat and tidy service areas Collecting, distribution, scanning and responding to mail, faxes, email and messages to staff
Meetings, Training & Supervision	<ul style="list-style-type: none"> Participate in team meetings and contribute feedback to proposed policies and quality of service delivered Work as part of the Reception Team across headspace and AccessHC Undertake additional training as required by organisational change and/or growth Participate in regular operational supervision and debriefing as required
Other duties	<ul style="list-style-type: none"> Maintain appropriate files, records and statistics to facilitate good clinical management and accountability All case notes to be documented within 2 business days of contact (phone, fax, email, in person) Participate in the various accreditation systems quality assurance/improvement processes and the development of procedures, which enhance quality outcomes Maintain a harmonious and courteous attitude towards all clients, staff across all AccessHC sites and external

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	<ul style="list-style-type: none"> organisations • Other relevant duties as negotiated with management •
AccessHC Values	<ul style="list-style-type: none"> • Through actions and behaviour, demonstrate AccessHC Values of; <i>Equity, Collaboration, Integrity, Accountability, Innovation and Excellence.</i>
Governance and Compliance	<ul style="list-style-type: none"> • Follow and promote safe work practices, procedures and instructions • Act in accordance with AccessHC's policies, procedures and code of conduct • Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position • Participate in mandatory training requirements to support the delivery of a safe and effective service
Workplace Health and Safety	<ul style="list-style-type: none"> • Act in accordance with health and safety policies and procedures at all times • Participate in Fire and Emergency evacuation procedures as required by AccessHC • All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct • Ensure a safe and clean work environment according to infection control and best practice standards • Participate in Health and Safety training as required • Record feedback and (<i>potential</i>) hazards/situations into VHIMS

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Selection Criteria	
<p>Standard selection criteria items</p> <ul style="list-style-type: none"> • Police Check - Mandatory • International Police Check – Mandatory (if worked o/s in the last 10 years) • Working With Children Check - Mandatory • Professional Registration – Not Applicable • Medicare Registration Provider Number – Not Applicable • Driver's Licence <i>preferred</i> <p>Qualifications, registrations and experience</p> <ul style="list-style-type: none"> • Experience in delivering reception services within a Community Health Centre, Medical Practice or Mental Health Service • Knowledge of Trakcare, Medical Director, Pracsoft, Outlook, HICAPS 	<p>Key skills and attributes</p> <ul style="list-style-type: none"> • Strong communication and interpersonal skills • Demonstrated ability to relate to people from a diverse range of social, cultural and ethnic backgrounds • Commitment to continuous quality improvement and health promotion principles • Effective time management and prioritisation skills • Well-developed presentation and report writing skills • High Level of accuracy and attention to detail • Strong analytical and problem solving skills • Demonstrated ability to work independently and in a team environment • Demonstrated behaviours consistent with AccessHC values
<p><i>AccessHC is a Child Safe Organisation.</i></p> <p><i>AccessHC actively supports an inclusive culture and celebrates its diversity. We encourage applications from people with disabilities, diverse genders and sexualities, Aboriginal peoples and people from a culturally and/or linguistically diverse background.</i></p>	

Authorisations	
<p>Employee Name:</p> <p>Signature: _____</p> <p>Date: / /</p>	<p>Manager Name:</p> <p>Signature: _____</p> <p>Date: / /</p>

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