

Employee Position Description

Position Details		
Position Title: Receptionist	Department: Reception / Medical & Access / Dental	Agreement: Victorian Stand Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
Reports To: Team Leader, Reception Co-Ordinator, Manager Medical	Location: Main sites are at Ashburton, Doncaster, Greythorn, Hawthorn and Richmond but expected to travel and work across all sites as required.	
Direct Reports: NIL	Employment Status: Casual	Classification: Clerical Worker Class C Year depending on experience
Position Primary Purpose		
<p>The main responsibility of this role is to ensure quality reception and information services are provided to all clients, staff across all AccessHC sites and external organisations.</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.</p> <p style="text-align: center;"><i>*Daily reception operations may cover all disciplines including Medical, Dental, Allied Health, Headspace, Mental Health and AOD.</i></p>		
Decision Making Authority	Key Relationships	
Decisions made independent of Manager <ul style="list-style-type: none"> • Respond to all contacts into the service 	Internal <ul style="list-style-type: none"> • Immediate Reception team members, General Practitioners, Nursing Team, Allied Health Clinicians/Assistants, Mental Health Team, AOD Team, Intake, Dental Team, Team Leaders, Managers, Senior Managers, Senior Staff Members, Volunteers and all in-kind service providers External <ul style="list-style-type: none"> • Families, Carers, Community Agencies, GP's, Nurses, Specialists, Other Health Care Providers, Schools/Universities, Child Protection, Child First, Family First, Hospitals, Emergency & Legal Services 	

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.

Key Accountabilities	
Focus Areas	Responsibilities
General Reception (all sites)	<ul style="list-style-type: none"> • Conduct daily opening and closing procedures • Register new clients for Medical, Allied Health, Mental Health, AOD and Dental Teams. Includes opening episodes • Maintain and update all records pertaining to clients including but not limited to; current contact details, Medicare Card, Health Care/Pension Card and emergency contacts • Make new, cancel or reschedule appointments for clients • Provide clients with information about the service and activities offered at various sites • Maintain areas of the site(s) to ensure they are kept clean and tidy • Report any telephone or other service difficulties to the Facilities Coordinator • Maintain and stock clinic/consultation rooms with consumables and stationary including prescription paper and blank referrals • Prepare consultation room(s) for preceding day • Photocopying, filing, scanning, email, faxing, medical reports/patient results - disseminated to staff/scanned into client files • Collection of fees as required • Processing claims through TYRO, Hi-Caps, Medicare, Insurance, or by cash using the register • Process and transmit Medicare online claiming • Complete the daily wrap up of duties including the daily banking • Observe strict confidentiality in accordance with the policies and procedures of the organisation • Arrange/co-ordinate interpreting/translating services when required • Any change in processes and procedures as instructed by the Reception Co-ordinator, Manager Medical or Senior Manager Dental • Assist clients with the Self Check In Kiosk
Client Service	<ul style="list-style-type: none"> • Provide a courteous, friendly and efficient reception service (telephone, email and face-to-face contact) to all clients • Operate switchboard, answer all telephone enquiries in a professional and timely manner, forward, redirect calls and/or take messages as required
Dental	<ul style="list-style-type: none"> • Triage of clients using DHSV database and acquired knowledge • Determine eligibility and need on a case by case basis • Provide administrative support to dental managers and dentists • Maintain and update all dental records • Collect payments, receipt and balance
Administration	<ul style="list-style-type: none"> • Processing recalls and reminders for client follow up as directed by Practice Nurse or GP • Assist with administration of GPMP and TCA appointments/paperwork including checking eligibility • Process, reconcile and resolve claims and overdue accounts • Order stationery and supplies as instructed by Team Leader or Reception Coordinator • Assist with the compilation of reports for funding bodies

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	<ul style="list-style-type: none"> • Ensure backup of computer system as required and assist in the operation of the computer system • Distribute daily mail and faxes to appropriate staff
Meetings, Training & Supervision	<ul style="list-style-type: none"> • Participate in team and staff meetings and contribute feedback to proposed policies and quality of service delivered • Work as part of the Reception Team to maximise efficient communication and the development of appropriate procedures • Attend and contribute to team meetings • Identify individual learning needs and actively participate in educational activities/training to further workforce skill sets and knowledge • Undertake additional training as required by organisational change and/or growth
Record Keeping	<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)
Other duties	<ul style="list-style-type: none"> • Participate in the various accreditation systems quality assurance/improvement processes and the development of procedures, which enhance quality outcomes • Undertake additional tasks as required by organisational change and/or growth • Other relevant duties as negotiated with management • Maintain a harmonious and courteous attitude towards all clients, staff across all AccessHC sites and external organisations • Undertake additional duties as negotiated with Managers, Health Services, CEO or COO
AccessHC Values	<ul style="list-style-type: none"> • Through actions and behaviour, demonstrate AccessHC Values of; Equity, Collaboration, Integrity, Accountability, Innovation and Excellence.
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 • Wear and maintain the AccessHC uniform (including name badge and lanyard) as set out in the AccessHC Staff Uniform Policy
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

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	<ul style="list-style-type: none"> • 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 • Treat others with respect and always behave professionally and in accordance with the AccessHC Code of Conduct
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Selection Criteria	
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<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, Community Dental, Medical Practice or Mental Health Service • Knowledge of Trakcare, Medical Director Clinical and Pracsoft, Microsoft Office Suite, HICAPS, Titanium and relevant software applications 	<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 • A willingness to learn new skills • 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 • High level of cultural sensitivity and awareness • Effective financial management skills • Demonstrated ability to work independently and in a team environment • Demonstrated behaviours consistent with AccessHC values
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AccessHC is a Child Safe Organisation.

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.

Authorisations	
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Employee Name: _____	Signature: _____	Date: _____
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