



Position Description: - **Medical Receptionist**

Award:	Aboriginal Community Controlled Health Services Award 2010	Award Classification:	Administrative Grade 2
Hours (Full-time/Part-time):	Fulltime	Ongoing/Fixed Term/Casual:	Ongoing
Reports To:	Health Services Co-ordinator	Direct Staff Reports:	Nil
Department:	Brabuwooloon Medical Centre	Location:	Bairnsdale
Aboriginal / Torres Strait Islander (A/TI) Preferential Recruitment	The Racial Discrimination Act 1975 (Cth) Section 8 Special Measures Clause, allows for preferential recruitment of A/TI applicants. GEGAC does seek to apply such Special Measures within the extent of the law.		

ORGANISATIONAL PROFILE

GEGAC is an Aboriginal Community organisation based in Bairnsdale Victoria. Consisting of about 160 staff, GEGAC is a Not-for-Profit organisation that delivers holistic services in the areas of Primary Health, Social Services, Elders & Disability and Early Childhood Education.

POSITION PURPOSE

The reception is the front position of the medical centre, and the role of the Receptionist is to ensure the smooth running of the reception area and the provision of various administrative supports are provided to the program areas and staff within the medical centre during the Medical Centre’s core business hours, which are between the hours of 9.00am to 5.06pm Monday to Friday.

SPECIFIC KEY RESPONSIBILITIES

Key Responsibility	Key Activities
Customer Service	Promptly respond to enquiries from patients and visitors whether face to face or by telephone in a professional and courteous manner that respects gender identity, language differences, cultural beliefs and practices.
	Receive and account for all patients who present to the centre, ensuring that patients have completed the required documentation prior to their appointments.
	Maintain patient confidentiality and comply with the GP Medical Practice privacy requirements
	Support the patient journey and liaise with other specialist services to facilitate patient care
	Liaise between health care providers and patients to communicate any delays to appointments.
	Supervise the waiting area, including the monitoring waiting times
	Organise interpreters as required
	Redirection of in-coming calls (internally and externally)
Appointment making and changing	1. Responsible for appointments: a. Including patient appointment confirmation, b. Rescheduling of appointments c. Provide an efficient medical triage service in collaboration with the GPs, AHWs, AHPs and nurses d. Assist in the administration of the medical appointments through completion of tasks related to waitlist management



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	<p>e. Identifying and following up clients who do not attend appointments.</p> <p>f. Monitoring all 'significant' recalls / reminders that 'fail to attend' and ensure all follow up is completed and documented, and report to the treating GP, AHWs, AHPs/nurse</p> <p>g. Provide support and assistance to colleagues</p> <p>h. Ensure that the appointment scheduling is in line with agreed protocols</p>
Client records management	Accounts process for all patient presentations
	Responsible for the day to day management of processing and balancing account including reporting procedures
	Responsible for the Administration of Medicare payments are completed by the end of each day
	Responsible for the administration of Private and other accounts including insurance claims are processed by the end of the working day
	Provide relief support for the Health Services Coordinator
Office and Room Management	Open and close premises at the start and end of each day, ensure patient records are secure and equipment turned off
	Stationary ordering as required
	Ensure the waiting area is clean and tidy
	Display and restocking health promotion materials
	Assist in the organisation and maintenance of couriers, supplies, laboratory work and waste removal.
	General Administration for Manager, General Practitioners, AHW, AHP and Nurses
	Photocopying as required for health care provider
Miscellaneous administration tasks and duties such as attending meetings	

General Responsibilities
This position is subject to the current organisational delegation's document.
Undertake all other tasks and activities that fall within the reasonable scope of being a GEGAC employee.
Follow all GEGAC policies and procedures. Undertake administrative tasks using correct forms and systems. That such activity is done in an effective manner.
Follow all quality standards and processes. Undertake all activities in a professional manner with ongoing demonstrable continuous improvement and Best Practice activity.
Undertake all work activities in a collaborative, respectful and team orientated manner.
Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and comply with all occupational health and safety (OHS) policies and procedures.
Required to meet all GEGAC Child Safe standards.
Required to work within the Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM) and legislative obligations under the Family Violence Information Sharing Scheme (FVISS) and Child Information Sharing Scheme (CISS).
Comprehensively understand all other risks associated with this position and proactively undertake necessary risk management processes.
Continuously develop skills and contribute to organisational capacity building.
Undertake all practices in an Aboriginal / Torres Strait Islander culturally sensitive manner.
Meet all targets attributed to this position.



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KEY SELECTION CRITERIA

Qualifications and Registrations	Requirement (Essential or Desirable).
Drivers Licence	Essential
Previous experience working in a Medical Centre or medical environment	Desirable
A knowledge of Aboriginal culture and prior experience working within an Aboriginal community	Desirable
A person of Aboriginal / Torres Strait Islander background	Desirable
A satisfactory Working with Childrens Check and Fit2Work Police Check	Essential
Proof of COVID-19 vaccinated to align with GEGAC requirements	Essential

Essential Selection Criteria
Demonstrated understanding of and commitment to Aboriginal culture with the ability to liaise with and support the local Community.
Confident and experienced in telephone answering and frontline reception
Demonstrated efficient time management skills and the ability to prioritise and take directions from Management.
Able to communicate well with internal staff and other external organisations, including the wider Aboriginal communities
Effective problem solving skills.
Good reading, writing and comprehension skills
Basic computer and general office equipment experience and knowledge
Experience of and commitment to maintaining confidentiality and neutrality at all times
Ability to work independently.

PRE-EXISTING ILLNESS OR INJURY

You will need to disclose any pre-existing illness or injury you know about which could reasonably be foreseen to be affected by the activities in this Position Description.

PERFORMANCE REVIEW:

This position is subject to a standard **six (6)** month Probationary Period. Thereafter the appointee will be subject to the standard GEGAC Performance Development Program.

PRIVACY STATEMENT:

It is the responsibility of all staff to ensure privacy of personal information by following GEGAC privacy and security procedures in relation to any personal information accessed during the course of duties.

COMPLIANCE CHECKS: Tick as required

- All nominal appointees are required to undertake a **Police Check** and be approved **prior** to commencement
- All nominal appointees are required to have valid **Working with Children's Check (WWC)** certification **prior** to commencement
- All nominal appointees are required to complete a deemed statutory declaration **prior** to commencement
- All nominal appointees must be eligible to be on the DHS Carers Register **prior** to commencement
- **Aged Care Act "Key Personnel Position:** All nominal appointees are required to complete a Bankruptcy check and be approved **prior** to commencement
- All nominal appointees are required to meet the **deemed** GEGAC Child Safe Standards requirements



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- All nominal appointees are required to have Australian Health Practitioner Regulation Agency (AHPRA) registration **prior** to commencement
- All nominal appointees are required to meet (specify) _____ requirements **prior** to commencement

The position holder is required to be compliant with the marked above at the time of commencement and throughout their tenure. The responsibility for having valid accreditation at all times lies with the position holder. It may be that during tenure additional accreditation is required and this must be met.

Position Description Approved by Executive Director

Name: Awhiora Nia Nia Signature: 	Date Approved:	05 / 06 / 2024
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DECLARATION:

I (Staff Member Name) _____, declare that I have read and understood this position description and agree to abide by its requirements and principles.

Employee Signature:	Date:	
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