



POSITION DESCRIPTION

Award Classification:	Dependent on qualifications & experience
Award Title:	Health Professionals & Support Services Award – Level 4
Specific Position Title:	Medical Receptionist
Hours & Conditions:	As per employment contract
Department	Administration
Responsible to:	Practice Manager

Key selection criteria (essential):

- Minimum of two years' experience as receptionist/clerical worker
- Computer literacy and familiarity with the Microsoft Office Suite, ZED MED (or other Clinical Practice Software) Quicken accounting package
- Previous experience in managing customer expectations
- Excellent interpersonal and communication skills
- Ability to prioritise and organise own workload
- Ability to work as a team

Key selection criteria (highly desirable, not essential):

- Experience with staff rostering and scheduling responsibilities
- Medical environment experience in a clerical worker/receptionist role

Objectives

Active Health Portland will focus on the following:

- An innovative team approach and integration of care across sectors including general practices, community health services and allied health professionals
- An integrated, multidisciplinary form of care encompassing general practices, allied health, disability services, pharmacy and community health
- Shared governance and shared care protocols
- The promotion of health and wellbeing with an emphasis on patient education and the encouragement of healthy lifestyles
- Adoption of self-management principles to enhance client engagement and empowerment, giving the client responsibility for their own health outcomes.

Duties and Responsibilities

- Provide personal and telephone reception in a pleasant and consistent manner
- Make and record patient appointments
- Timely and competent handling of incoming calls and message taking

- To enter, update, remove and refill patient information on records system, which includes ensuring clients file is made available in time for appointment on following day
- Make and record follow-up patient appointments
- To make specialist appointments for patients, including appointments for x-rays, etc
- To ensure patients are not required to wait excessive periods of time for an appointment, and that patients are informed of possible delays
- To ensure reception area is a positive environment for patients
- Maintain reception area in a tidy and welcoming manner, ensuring information displays are correct and current
- Maintain practice office and stationery supplies
- Assist and train the Work Placement and Trainee in Reception
- Transport sterilisation to appropriate destinations
- Organise catering for meetings when requested by Practice Manager
- Book and organise staff and/or doctors meetings as directed
- Attend training and regular meetings to keep up to date with all aspects of the practice
- To undertake other duties as required from time to time by the Practice Manager and/or the doctors
- To contribute to the further development of staff working collaboratively, working with flexibility, and openness to learning and initiative
- To contribute towards Accreditation as requested by the Practice Manager

Other Duties –

- It is expected that the Reception staff will have the necessary skills and competencies to undertake administrative duties as delegated through the team by the Practice Manager to ensure appropriate cover is provided if / when required. These activities may include:
 - Various book keeping tasks
 - Payroll
 - Document Production
 - Minutes

Leadership & Management:

- Contribute to the efficient and effective functioning of the administrative / reception team
 - This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members if required and undertaking other key responsibilities or activities as deemed necessary.
- Be well-presented, friendly, courteous and obliging.
 - Represent *Active Health Portland* in a confident and positive manner at all times.
- Escalate operational issues to the management team as appropriate.
- Maintain accurate and confidential records necessary for practice audit purposes.
- Ensure *Active Health Portland* clients are treated with respect and all matters are managed expeditiously and in a confidential manner.
- Take accountability for own priorities and work schedule.
- Follow reasonable and lawful direction.
- Demonstrate a patient-focused approach in service provision with genuine empathy and interest in their needs.

Safe Practice and Environment:

- Be aware of and comply with the relevant 'Occupational Health and Safety' Acts and policies.
- Promote and provide a safe working environment for students, staff and visitors in accordance with relevant Victorian legislation.

Information Management:

- Adhere to all government and Active Health Board directives and reporting requirements
- Maintain absolute confidentiality regarding patient, staff, contractor and practice information.

Improving Performance

- Contribute to the on-going development of *Active Health Portland* innovative model of general practice.
- Perform responsibilities in a manner which reflects and responds to continuous improvement.

Human Resources:

- Familiarise and comply with relevant 'Equal Opportunity' policies.
- Participate in the Performance Appraisal process within three months after commencement of employment and every 12 months thereafter.
- Work within the policies, practices and standards approved by *Active Health Portland*.
- Comply with privacy and confidentiality obligations as outlined in state and national legislation as well as *Active Health Portland* policies and procedures.

Approvals

Name of Employee _____

Signature of Employee _____

Date _____

Signature of Manager _____

Date _____