

POSITION DESCRIPTION

Senior Receptionist / Practice Manager

About Community Gateway

Community Gateway has been supporting people across Northern NSW since 1976. Guided by our vision: “Many tracks, one road, sustaining community”, we work to ensure everyone feels safe, included and connected. Our values of integrity, respect, inclusion and compassion shape everything we do.

Community Gateway exists to reduce socioeconomic disadvantage by delivering practical help, advocacy and opportunities for people to have a voice in decisions that affect their lives.

We are a registered charity, QIP accredited, against the Quality Improvement Council Health and Community Services Standards 7th Edn and is a child safe organisation.

As an equal employment opportunity employer, we are committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people.

Our practice framework

Our purpose and practice framework demonstrates our commitment to our clients and the communities we serve. The framework ensures that our practice is evidence-based and is responsive to the needs of our communities, enabling positive social impact.

Our strategic priorities include connection to community, progressive and planned growth and influence and leadership

Our services

We deliver a broad range of services funded through state and commonwealth government, fee for service and philanthropic donations. Our services include:

- Financial counselling.
- Financial capability including no interest loans.
- State-wide financial inclusion coordination
- Aboriginal homelessness case management.
- Child and adolescent trauma counselling.
- Child and young adult sexual assault counselling.
- Counselling for children and young adults displaying harmful sexual behaviours.
- Counselling for adult survivors of sexual assault.
- Parents Under Pressure program.
- Family case management.
- Connect IRL youth program
- Lismore Neighbourhood Centre
 - Community Strengthening
- Casino Neighbourhood Centre
 - Community Strengthening
 - Wellbeing and safety
- Energy accounts payment assistance
- Food Rescue
- Emergency relief
- Tax help
- Sexual health hub
- Volunteer management.
- Aged Care Community Visitors Scheme
- Connecting Seniors
- Supported playgroup.
- Accredited OOSH for school-aged children

More details about our organisation and services can be found on our website

nrcg.org.au.



Position Overview

Position title

Senior Receptionist / Practice Manager

Branch

Lismore Sexual Health Hub

Reports to

Senior Manager Programs & Services
Development

Award

MA000027

Level

Support services employee - Level 7-9

Term

Part-time

Location

Your position is primarily based in Lismore, NSW; however, you may be required to work at other Community Gateway sites or travel as reasonably required during your employment.

Summary

The Senior Receptionist / Practice Manager coordinates the day-to-day administrative operations of the Lismore Sexual Health Hub while providing professional, respectful and confidential reception and client services.

This is a hands-on position combining senior reception responsibilities with practice coordination, systems oversight and general operational administration. Working closely with clinicians, administration staff and management, the role supports efficient service delivery and a welcoming, inclusive, discreet and client-centred environment.

Given the sensitive nature of sexual health services, the position requires exceptional professionalism, discretion and judgement, with a strong commitment to client privacy and confidentiality.

Selection Criteria

Essential

1. Demonstrated experience in medical reception, health administration, community services

administration or a comparable client-facing service environment.

2. Demonstrated experience in a senior reception, office coordination or practice coordination role.
3. Demonstrated capacity to communicate professionally, respectfully and sensitively with people regarding personal, sensitive and confidential matters.
4. Strong understanding of privacy, confidentiality and appropriate information-management requirements.
5. Highly developed organisational and time-management skills, including demonstrated capacity to manage competing priorities in a busy service environment.
6. Excellent interpersonal, verbal and written communication skills.
7. Demonstrated commitment to providing respectful, inclusive, non-judgemental and client-centred services.
8. Strong computer literacy and demonstrated experience with appointment booking, client management, medical or practice-management systems.
9. Demonstrated ability to exercise initiative, sound judgement and problem-solving skills in responding to operational issues.
10. Ability to work independently while contributing effectively within a multidisciplinary team environment.

Desirable

1. Previous experience within sexual health, primary healthcare, allied health, community health or a related service.
2. Experience with Medicare, PRODA, medical billing and/or practice-management software.
3. Certificate IV or Diploma in Business Administration, Practice Management, Health Administration or a related discipline.
4. Experience with staff rostering, development of procedures, compliance or quality-improvement activities.





5. Experience working effectively with diverse communities and people who may experience barriers to accessing healthcare.

Additional requirements

1. National Police Check.
2. NSW Working with children check

Position Purpose and Values

- Actively support Community Gateway's vision, strategic priorities and values.
- Contribute to a workplace free from discrimination, harassment and bullying at all times.
- Operate in line with Community Gateway's policies and procedures.
- Promote and work within Community Gateway's practice framework.
- Operate within legal and regulatory frameworks.
- Positively promote a performance-based and collaborative culture.

Key Accountabilities

Reception and client service

- Provide welcoming, respectful, inclusive and non-judgemental reception services to all clients attending the Lismore Sexual Health Hub.
- Manage telephone, email and face-to-face enquiries professionally, sensitively and discreetly.
- Coordinate appointments, cancellations, waiting lists and clinician schedules.
- Provide clear and accurate information about appointments, available services and referral processes within the scope of the position.
- Maintain accurate client records and associated administrative documentation, protecting client privacy, dignity and confidentiality at all times.

- Respond appropriately to sensitive, complex or distressed enquiries and escalate clinical, safety or operational matters when required.
- Recognise the diverse needs of people accessing the Hub and support an inclusive, culturally safe and accessible service environment, including clients who may experience barriers to healthcare.
- Undertake other duties as directed by Management.

Practice coordination

- Coordinate the day-to-day administrative operations of the Lismore Sexual Health Hub and ensure reception, appointment, booking and administrative systems operate efficiently and consistently.
- Monitor clinician diaries, appointment availability and practice workflows.
- Facilitate effective communication between reception, clinicians, other staff and management.
- Identify and resolve routine operational issues and escalate significant matters appropriately.
- Coordinate office supplies, equipment and administrative resources, and liaise with contractors, suppliers and external service providers where required.
- Support efficient allocation and use of consultation rooms and shared practice resources and assist management to maintain service continuity.

Billing and administration

- Coordinate or support invoicing, billing, receipting and payment processes where applicable.
- Assist with Medicare, PRODA and other relevant health administration systems as required.
- Monitor outstanding administrative matters and ensure appropriate follow-up, including support for reconciliation processes and routine financial administration.
- Prepare routine operational, service and administrative reports and maintain accurate filing systems, registers and business records.





- Support service data collection, monitoring and reporting requirements and maintain high standards of accuracy and attention to detail.

Privacy, compliance and quality

- Maintain strict confidentiality regarding client identity, personal information, attendance and use of services.
- Ensure information is collected, stored, accessed, disclosed and communicated in accordance with privacy requirements, Community Gateway policies and relevant legislation.
- Support compliance with applicable health-service standards, organisational policies and procedures, workplace health and safety requirements and a safe working environment.
- Participate in Community Gateway's quality improvement, accreditation and audit processes and assist with reviewing administrative procedures, workflows and practice systems.
- Identify operational risks, incidents, privacy concerns or service issues and ensure they are promptly reported and escalated.
- Participate in incident management, corrective actions and continuous improvement activities as required.

Practice and service improvement

- Identify opportunities to improve reception, appointment, booking and administrative processes and support implementation of new systems, procedures and service initiatives.
- Identify practical opportunities to improve client access, experience and service responsiveness.
- Participate in team meetings, service planning and continuous quality-improvement activities.
- Contribute to effective communication and coordination across the Hub and assist in monitoring administrative workflows and emerging service pressures.

- Support initiatives that enhance the accessibility, efficiency, responsiveness and effectiveness of the Lismore Sexual Health Hub.

Position Scope

The Senior Receptionist / Practice Manager is an operational and hands-on position. The employee remains actively involved in reception and administrative duties while taking responsibility for coordinating the smooth day-to-day administrative operation of the Lismore Sexual Health Hub.

The position is intended for an experienced senior medical receptionist or health administrator who can coordinate the reception function and practice administration, support clinicians and management, and ensure clients receive professional, confidential and respectful service. The position does not carry the full strategic, financial, clinical or organisational accountability of a senior Practice Manager unless specific responsibilities are formally delegated. Clinical decisions and clinical advice remain the responsibility of appropriately qualified clinical practitioners.

Professional accountabilities

- Actively support Community Gateway's vision, strategic priorities, values and practice framework.
- Maintain professional boundaries and confidentiality and promote a culturally safe, inclusive and respectful workplace and service environment.
- Comply with Work Health and Safety responsibilities and contribute to the physical and psychological safety of clients, colleagues and visitors.
- Participate in supervision, team meetings, professional development and organisational training as required.
- Contribute to continuous quality improvement and accreditation requirements.





COMMUNITY GATEWAY

- Comply with relevant legislative, regulatory and contractual obligations and report incidents, risks, complaints and concerns in accordance with organisational procedures.
- Work collaboratively across Community Gateway programs and with external service partners.

Version 1

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Community Gateway recognises the First Nations and Peoples of Australia, we acknowledge their continuing connection with land, waters and culture, and we offer respect to their Elders past and present. We support an Indigenous Voice to Parliament.