

## Employee Position Description

Position Details		
<b>Position Title:</b> Medical Receptionists x 2	<b>Department:</b> Medical Services	<b>Agreement:</b> Victorian Stand Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
<b>Reports To:</b> Senior Medical Manager and Clinical Lead	<b>Location:</b> AccessHC Respiratory Clinic - Ashburton	
<b>Direct Reports:</b> Nil	<b>Employment Status:</b> Part Time (30 hours per week) Contracted until 28 <sup>th</sup> April 2023	<b>Classification:</b> Clerical Worker Grade A
Position Primary Purpose		
<p>The Access Health and Community Respiratory Clinic aims to assist community members of all ages who are experiencing respiratory symptoms in obtaining assessment and testing from a doctor and/or nurse. These services are expected to provide a comprehensive assessment and diagnosis of symptoms. With funding from EMPHN and the Victorian State Government, this service is available to all residents of the City of Boroondara, regardless of Medicare status. The clinic will be open seven days a week with extended service hours until 28<sup>th</sup> April 2023.</p> <p>The purpose of this role is to ensure that Access HC's customers have a positive and consistent experience when they visit one of our sites to connect with our services. This is accomplished by contributing to a warm, welcoming, safe, and barrier free environment at our sites, providing excellent customer service when greeting and assisting our customers, and supporting our operations to run smoothly through high quality administrative support.</p>		
Decision Making Authority		Key Relationships
<b>Decisions made independent of Manager</b> <ul style="list-style-type: none"> <li>In accordance with the Delegated Authorities</li> </ul>		<b>Internal</b> <ul style="list-style-type: none"> <li>Managers and Senior Managers</li> <li>Frontline staff and volunteers</li> </ul> <b>External</b> <ul style="list-style-type: none"> <li>Customers</li> <li>Partner service providers</li> </ul>

*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
<b>Customer Service</b>	<p>Delivering an exceptional experience to our customers when they attend our sites including:</p> <ul style="list-style-type: none"> <li>• Providing a welcoming, friendly, and efficient reception service to all customers attending the site</li> <li>• Providing customers with information about the services and activities offered by AccessHC and eligibility criteria</li> <li>• Supporting customers to connect with our services directly or by referring them to the appropriate team</li> <li>• Observing strict confidentiality in accordance with the policies and procedures of the organisation</li> <li>• Arranging and co-ordinating interpreting/translating services when required</li> <li>• Handling client complaints and feedback, escalating where required to achieve resolution</li> <li>• Booking and rescheduling appointments for customers attending our premises in person</li> <li>• Collecting and processing payments and claims for services delivered.</li> </ul>
<b>Operational Support</b>	<p>Providing effective administrative support so our operations run smoothly, including:</p> <ul style="list-style-type: none"> <li>• Registering new clients for services when they attend sites</li> <li>• Maintaining and updating client records and files</li> <li>• Photocopying, filing, scanning, emailing, faxing, medical reports/patient results</li> <li>• Processing recalls and reminders for customers</li> <li>• Processing, reconciling and resolving claims and overdue accounts</li> <li>• Assisting with the compilation of reports for funding bodies as directed</li> <li>• Ensuring backup of computer system as required and assist in the operation of the computer system</li> <li>• Distributing daily mail and faxes to appropriate staff.</li> </ul>
<b>Work Environment</b>	<p>Under the direction of the Clinical Lead ensure that the work environment is safe and welcoming including:</p> <ul style="list-style-type: none"> <li>• Conducting daily opening and closing procedures</li> <li>• Maintaining areas of the site(s) to ensure they are kept clean, tidy, accessible and free from hazards</li> <li>• Maintaining and stock clinic/consultation rooms with consumables and stationary</li> <li>• Preparing consultation room(s) for the day</li> <li>• Ordering stationery and supplies.</li> </ul>
<b>AccessHC Values</b>	<ul style="list-style-type: none"> <li>• Through actions and behaviour, demonstrate AccessHC Values of; <b><i>Equity, Collaboration, Respect, Innovation</i></b> and <b><i>Quality</i></b>.</li> </ul>
<b>Governance and Compliance</b>	<ul style="list-style-type: none"> <li>• Act in accordance with AccessHC's policies, procedures and code of conduct.</li> <li>• Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position.</li> <li>• Participate in mandatory training requirements to support the delivery of a safe and effective service.</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>• Act in accordance with health and safety policies and procedures at all times.</li> <li>• 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.</li> </ul>

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Selection Criteria	
<p><b>Standard selection criteria items</b></p> <ul style="list-style-type: none"> <li>• Police Check</li> <li>• International Police Check (if living or working overseas within the last ten years)</li> <li>• NDIS Worker Screening Check</li> <li>• COVID Vaccination Certificate</li> <li>• Working With Children Check</li> <li>• Driver's Licence (preferred but not essential)</li> </ul> <p><b>Qualifications, registrations and experience</b></p> <ul style="list-style-type: none"> <li>• Experience in a customer-facing role; such as reception, retail or hospitality</li> <li>• Experience in using Microsoft Office Suite essential, and other relevant software applications desirable (Pracsoft, HICAPS, Medical Director Clinical).</li> </ul>	<p><b>Key skills and attributes</b></p> <ul style="list-style-type: none"> <li>• Strong customer service skills</li> <li>• Strong communication and interpersonal skills</li> <li>• High level of cultural sensitivity and awareness</li> <li>• Commitment to continuous quality improvement</li> <li>• A willingness to learn new skills</li> <li>• Effective time management and prioritisation skills</li> <li>• Well-developed presentation and written communication skills</li> <li>• High level of accuracy and attention to detail</li> <li>• Strong problem solving and negotiation skills</li> <li>• Demonstrated ability to work independently and in a team environment</li> <li>• Demonstrated behaviours consistent with AccessHC values.</li> </ul>
<p style="text-align: center;"><i>AccessHC is a Child Safe Organisation.</i></p> <p style="text-align: center;"><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><b>Employee Name:</b></p> <p><b>Signature:</b> _____</p> <p><b>Date:</b>    /    /</p>	<p><b>Manager Name:</b></p> <p><b>Signature:</b> _____</p> <p><b>Date:</b>    /    /</p>

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