

Employee Position Description

Position Details				
Position Title: Receptionist		Department: headspace		Agreement: Victorian Stand Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
Reports To: Manager, headspace		Location: headspace Hawthorn/Malvern		
Direct Reports: NIL		Employment Status: Fulltime		Classification: Clerical Worker Grade C Year 5 +
Position Primary Purpose				
<p>The Receptionist is a crucial role within the headspace Hawthorn & Malvern sites. The receptionist provides quality administrative and reception support to all headspace staff, and a welcoming first point of contact to the service for young people and their families/friends. The receptionist is responsible for processing all Medicare billing for the GP and mental health clinicians, booking and rebooking client appointments, providing administrative support to staff and registering/receiving new referrals.</p> <p>This role may also involve some after hours work.</p>				
Decision Making Authority			Key Relationships	
<p>Decisions made independent of Manager</p> <ul style="list-style-type: none">As per AccessHC Delegation Authority			<p>Internal</p> <ul style="list-style-type: none">Immediate team members at headspace including mental health clinicians, peer support workers, intake and brief intervention clinicians, reception, GPs, community engagement workers, senior clinicians, management and in-kind service providersMedical and reception teams at Access Health and Community (Lead Agency) <p>External</p> <ul style="list-style-type: none">Families/Carers and friendsGPs, tertiary mental health services, Community agencies, Health Care Providers, Schools/Universities, Child Protection, Child First, Hospitals, Emergency	
<p><i>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.</i></p>				
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Key Accountabilities	
Focus Areas	Responsibilities
Reception	<ul style="list-style-type: none"> • Provide a welcoming, youth-friendly and accessible reception service to all clients and staff of the service • Answer and triage phone calls and provide information to callers about activities and services offered by the Centre • Scheduling and changing appointments for clients and sending SMS reminders for appointments, where required • Processing of Medicare, HiCAPS, and cash operations • Conduct COVID screening prior to face to face appointments
Administration	<ul style="list-style-type: none"> • Processing recalls and reminders for client follow up as directed by GP • Order stationery and supplies as instructed by Manager • Conduct daily opening and closing procedures • Maintain neat and tidy service areas, including COVID cleaning of reception area • Collecting, distribution, scanning and responding to mail, faxes, email and messages to staff • Provide other administrative support to the Manager as needed
Partnerships and Community Engagement	<ul style="list-style-type: none"> • Provide a responsive and professional reception service to support referral pathways and engagement from local stakeholders • Liaise with GPs and Medicare around Mental Health Care/Treatment Plans as needed • Work cooperatively within the multidisciplinary team, partner organisations and clients/stakeholders
Professional Development and Team Participation	<ul style="list-style-type: none"> • Participate in team meetings and contribute feedback to proposed policies and quality of service delivered • Work as part of the Reception Team across headspace and AccessHC • Undertake additional training as required by organisational change and/or growth • Participate in regular operational supervision and debriefing as required
AccessHC Values	<p>Through actions and behaviour, demonstrate AccessHC Values of:</p> <ul style="list-style-type: none"> • Equity • Collaboration • Respect • Innovation • Quality
Governance and Compliance	<ul style="list-style-type: none"> • Act in accordance with AccessHC's policies, procedures and code of conduct, including the Child Safety Code of Conduct and the MARAM Family Violence framework • Deliver services in accordance with the headspace National framework and the headspace Clinical Practice Manual

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Key Accountabilities	
Focus Areas	Responsibilities
	<ul style="list-style-type: none"> • Maintain updated and valid credentials in accordance with relevant legislation, professional body, registration and industry requirements as applicable to the position. • Participate in mandatory training requirements to support the delivery of a safe and effective service • Other relevant duties as negotiated with management
Workplace Health and Safety	<ul style="list-style-type: none"> • Act in accordance with health and safety policies and procedures at all times. • 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.

Selection Criteria	
<p>Standard selection criteria items</p> <ul style="list-style-type: none"> • Police Check • International Police Check <i>(if lived/work oversea in past 10 yrs)</i> • Working With Children Check • NDIS screening check <p>Qualifications, registrations and experience</p> <ul style="list-style-type: none"> • Experience in delivering reception services within a community health centre, medical practice or mental health service • Experience with electronic client management systems (such as Trakcare, Medical Director or Pracsoft) • Experience with Medicare billing and use of EFTPOS and HICAPS in a medical or community health setting 	<p>Key skills and attributes</p> <ul style="list-style-type: none"> • Strong communication and interpersonal skills • Genuine interest in working with young people and families • Demonstrated ability to relate to people from a diverse range of social, cultural and ethnic backgrounds, including Aboriginal and Torres Strait Islanders and the LGBTIQ community • Commitment to continuous quality improvement and health promotion principles • Effective time management and prioritisation skills • Demonstrated ability to work independently and in a team environment • Demonstrated behaviours consistent with AccessHC values
<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>	

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Authorisations	
Employee Name: Signature: _____ Date: / /	Manager Name: Signature: _____ Date: / /

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