

MEDICAL RECEPTIONIST



POSITION DESCRIPTION

THE SHIRE OF BOYUP BROOK

Our people are passionate about their communities and connected to their teams. They're motivated by our genuine commitment to diversity and inclusion, as demonstrated by our Corporate Values.

OUR VALUES

We have 5 values that guide our everyday behaviours and reflect us at our best.



Proactive

Embrace creativity, adaptability and continuous improvement seeking new ideas and solutions to address challenges and seize opportunities to ensure sustainability.



Leadership & Teamwork

Lead through collaboration, promote diversity, have pride in our work and partner with the community to achieve shared visions and aspirations.



Accountability & Integrity

Demonstrate respect, transparency, honesty and inclusivity in all interactions with the community.



Commitment

Build and share knowledge, act professionally and develop relationships that make a positive contribution to our community.



Engaging Community

Show respect, understanding and compassion for others and work collaboratively with community for better outcomes.

MEDICAL RECEPTIONIST

Position no:	M6	Date effective	21 February 2025
Level:	4	Agreement/Award:	LGIA 2020 (MA000012) (Transitional)
Division:	Boyup Brook Medical Services		
Responsible to:	Practice Manager		

1. OBJECTIVES OF POSITION

The key objectives of this position are:

- 1.1 Provide high quality administrative services to our patients, GP's and Practice Nurses.
- 1.2 Good collaboration with other team members, specialists, Hospital and Citizen's Lodge staff, allied health providers, contractors, suppliers and third parties.
- 1.3 Show a high level of initiative with regards to the continuous improvement of the administrative services.
- 1.4 Be part of a safety conscious and courteous team.

2. KEY RESPONSIBILITIES

2.1. RECEPTIONIST WORK

- 2.1.1. In accordance with practice policies and procedures and with a high level of accuracy
- 2.1.2. Open the practice and close the practice as required.
- 2.1.3. Answer the telephone in a courteous and professional manner.
- 2.1.4. Receive and convey messages in writing, verbally and electronically.
- 2.1.5. Liaise with patients and their families in a compassionate manner.
- 2.1.6. Liaise with GPs, other health professionals and their staff.
- 2.1.7. Make appointments.
- 2.1.8. Fax, scan, and file documents.
- 2.1.9. Prepare documents for mail-out.
- 2.1.10. Open, stamp and distribute incoming mail.
- 2.1.11. Type documents as required with a high level of accuracy.
- 2.1.12. Monitor stationery and/or clinical supply levels and place orders as required to maintain a working supply at all times.
- 2.1.13. Contribute equitably to maintaining the cleanliness of the practice by ensuring the practice building and rooms are clean, tidy and accessible to all.
- 2.1.14. Maintain a professional dress standard.
- 2.1.15. Management of cash, EFTPOS and other payments, including daily reconciliation of payments.

2.1.16. Protect our IT Environment.

2.1.17. Perform any other administrative duties as directed by the Practice Manager.

2.2. ADMINISTRATIVE & ACCOUNTS MANAGEMENT DUTIES

2.2.1. Assist with accounts management including invoicing of hospital billings, follow-up of Medicare billing exceptions, bank reconciliations, receipting.

2.2.2. Maintain stationery and other office supplies.

2.2.3. Assist with maintaining stock control including ordering of pathology supplies and vaccines.

2.2.4. Support control of vaccines, including monitoring of fridge temperatures.

2.3. LEGISLATIVE COMPLIANCE

2.3.1. Adhere to relevant legislation and regulations.

2.3.2. Adhere to Local Government Act 1995 and the policies and procedures of the Shire of Boyup Brook.

2.3.3. Assist with the maintenance of the service's accreditation and standards.

2.3.4. Ensure consumables and equipment are kept stocked and maintained to the manufacturer's standards and conditions.

2.3.5. Comply with all requirements of the current Work Health and Safety Legislation.

2.3.6. Role model a work environment free of discrimination, harassment (including sexual harassment), bullying, victimization, or vilification.

3. PERFORMANCE OF DUTIES

3.1. Ensure that your work is carried out efficiently, economically and effectively and that the standard of work reflects favourably both on you and the Shire of Boyup Brook.

3.2. Perform your duties impartially and in the best interests of the Shire of Boyup Brook.

3.3. Comply with all Shire policies and procedures including but not limited to Code of Conduct, Shire of Boyup Brook Policy, Local Government Act 1955 and other relevant Legislation.

3.4. Demonstrate and model our Corporate Values.

3.5. Act with integrity – being consistent with Shire's core values in all your tasks and interactions with others. Demonstrating integrity includes:

- Demonstrating a personal quality that shows a strong respect for ethical principles in all aspects of your work.
- Being dependable and following through on your commitments.
- Being respectful when communicating with others.
- Taking responsibility for your actions and holding yourself accountable for your mistakes.

4. SAFETY AND DUTY OF CARE

The Shire is committed to Workplace Health and Safety in all areas of the Shire's operations, and requires you to comply with the requirements of the *Work Health and Safety Act 2020* and accompanying *Work Health and Safety (General) Regulations 2022* which requires that while at work, a worker must:

- a) *take reasonable care for the worker's own health and safety; and*
- b) *take reasonable care that the worker's acts or omissions do not adversely affect the health and safety of other persons; and*
- c) *comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the Act; and*
- d) *cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.*

The Shire requires employees to ensure all volunteers, employees and contractors work or behave in a safe manner and to address or report as appropriate any hazards, behaviours or issues that may compromise health and safety.

5. ELIGIBILITY AND PRE-EMPLOYMENT CHECKS

To be appointed to a permanent position, you must be an Australian citizen, or have permanent residency status, or a visa permitting you to work in Australia permanently. If you have a visa permitting you to work temporarily in Australia, you may be appointed to a temporary or casual position, providing the work complies with the conditions of your visa.

The pre-employment checks relevant to this position include:

- • Right to work in Australia.
- • Medical assessment including drug & alcohol testing.
- • Current National Police Certificate (<3 months).
- • Reference checks

6. Organisational Relationships

6.1. **Responsible to:** Practice Manager (PM)

6.2. Internal and External Liaison

Internal

Practice Manager
Practice Staff Team

External

Liaison with all other stakeholders: patients, general public, other health care providers, suppliers, contractors, third parties.

7. EXTENT OF AUTHORITY

- 7.1. Operates under direction of the Practice Manager within established guidelines, procedures and policies of Council, as well as Statutory Provisions of the various Acts and other legislation.
- 7.2. Freedom to act is limited by
 - 7.2.1. Relevant legislation and regulations including but not limited to
 - 7.2.1.1. Work Health and Safety Act 2020
 - 7.2.1.2. Work Health and Safety (General) Regulations 2022
 - 7.2.1.3. Health Insurance Act 1973 and Health Insurance Regulation 2022
 - 7.2.2. Industry standards and guidelines including but not limited to
 - 7.2.2.1. AGPAL and QIP Accreditation and Quality Improvement Standards
 - 7.2.2.2. Australian Privacy Principles
 - 7.2.2.3. National Vaccine Storage Guidelines
 - 7.2.2.4. RACGP Computer and information security standards
 - 7.2.2.5. RACGP Infection prevention and control standards
 - 7.2.3. Shire and Practice code of conduct, policies and procedures.

8. SELECTION CRITERIA

- 8.1. The Shire of Boyup Brook recognises its legal obligations under the *Equal Opportunity Act 1984* and will actively promote equal opportunity based solely on merit to ensure discrimination does not occur on the grounds of gender, age, marital status, pregnancy, race, disability, religious or political convictions.

Qualifications	Essential	Desirable
Completion of Year 10 Certificate with English, Maths, and Typing and/or Computer studies	✓	
Hold or be able to obtain	Essential	Desirable
National Police Clearance (under 3 months)	✓	
Current Provide First Aid/CPR training undertaken within the past 3 years or willingness to participate in such training	✓	
Right to Work in Australia or be eligible for such	✓	
Current Drivers Licence		✓
Relevant Experience and Knowledge	Essential	Desirable
Excellent communication skills, written, verbal and non-verbal	✓	
Working knowledge of Windows based software systems	✓	
Previous experience in a medical reception or similar administrative position		✓
Previous experience in the use of Genie Software		✓
An understanding of the Medicare Benefits Schedule		✓
Sound understanding of medical terminology, medical and allied health professional organisations and relevant stakeholders		✓
An understanding or experience in general practice accreditation and standards		✓
Experience in administration and financial management, accounting systems and reporting processes		✓
Basic understanding of Safety and Health Legislation as it relates to the workplace	✓	

Skills and Attributes	Essential	Desirable
The ability to maintain a high level of professionalism and confidentiality	✓	
Ability to perform a complex and diverse set of tasks with a high level of accuracy	✓	
Keep your cool under stressful circumstances (including complaints management)	✓	
Ability to work independently and be self-motivated	✓	
Ability to work productively within a team environment	✓	
Warm, friendly and empathetic personality	✓	
Reliability and flexibility with working hours, prepared to arrange leave depending on availability of other receptionist	✓	
Time management and organisational ability	✓	

9. NORMAL WORKING HOURS

Per roster.

10. KEY PERFORMANCE INDICATORS

At least once in each financial year the Practice Manager will conduct an evaluation of the Medical Receptionist performance. The annual review will include an assessment of achievement against position objectives in line with the key responsibilities outlined above.

11. OTHER RELEVANT INFORMATION

This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification by the CEO, in response to the strategic direction of the Shire, and the development of the skills and knowledge of the position.

12. CERTIFICATION

I, Shire of Boyup Brook Chief Executive Officer (CEO), confirm the details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

As position occupant, I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Occupant	
Date	
Chief Executive Officer	
Date	