



# POSITION DESCRIPTION

## MEDICAL RECEPTIONIST

<b>Position no:</b>	M6	<b>Date effective</b>	8 July 2021
<b>Level:</b>	4	<b>Agreement/Award:</b>	LGIA 2020 (MA000012) (Transitional)
<b>Division:</b>	Boyup Brook Medical Services		
<b>Responsible to:</b>	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. REQUIREMENTS OF THE POSITION

#### 2.1 SKILLS

- 2.1.1 Excellent communication skills, written, verbal and non-verbal.
- 2.1.2 The ability to maintain a high level of professionalism and confidentiality whilst remaining warm, friendly and empathetic.
- 2.1.3 Ability to perform a complex and diverse set of tasks with a high level of accuracy.
- 2.1.4 Keep calm under stressful circumstances.
- 2.1.5 Ability to work both independently and within a team environment.
- 2.1.6 Reliability and flexibility with working hours, prepared to arrange leave depending on availability of other receptionists.
- 2.1.7 Ability to identify typical hazards and risks within an office environment and take the appropriate actions in accordance with procedures.

#### 2.2 KNOWLEDGE

- 2.2.1 Working knowledge of Windows based software systems.
- 2.2.2 An understanding of general practice accreditation and standards, the Medicare Benefits Schedule, medical terminology, medical and allied health professional organizations and relevant stakeholders is desirable.
- 2.2.3 Experience in administration and reporting processes.

## 2.3 EXPERIENCE

- 2.3.1 Previous experience in administration practices.
- 2.3.2 Previous experience in a medical reception or similar administrative position along with the use of Genie Software is desirable.

## 2.4 QUALIFICATIONS AND TRAINING

- 2.4.1 Meet any study, work, training or 'working towards' requirements for the position as required under the prescribed laws and regulations.
- 2.4.2 Attend training, professional development and staff meetings as required.

## 3. KEY RESPONSIBILITIES

### 3.1 RECEPTIONIST WORK

In accordance with practice policies and procedures and with a high level of accuracy:

- 3.1.1 Open the practice and close the practice as required.
- 3.1.2 Answer the telephone in a courteous and professional manner.
- 3.1.3 Receive and convey messages in writing, verbally and electronically.
- 3.1.4 Liaise with patients and their families in a compassionate manner.
- 3.1.5 Liaise with GPs, other health professionals and their staff.
- 3.1.6 Make appointments.
- 3.1.7 Fax, scan, and file documents.
- 3.1.8 Prepare documents for mail-out.
- 3.1.9 Open, stamp and distribute incoming mail.
- 3.1.10 Type documents as required with a high level of accuracy.
- 3.1.11 Monitor stationery and/or clinical supply levels and place orders as required to maintain a working supply at all times.
- 3.1.12 Contribute equitably to maintaining the cleanliness of the practice by ensuring the practice building and rooms are clean, tidy and accessible to all.
- 3.1.13 Maintain a professional dress standard.
- 3.1.14 Management of cash, EFTPOS and other payments.
- 3.1.15 Protect our IT Environment.
- 3.1.16 Perform any other administrative duties as directed by the Practice Manager.

### 3.3 LEGISLATIVE COMPLIANCE

- 3.3.1 Adhere to relevant legislation and regulations.
- 3.3.2 Adhere to *Local Government Act 1995* and the policies and procedures of the Shire of Boyup Brook.
- 3.3.3 Assist with the maintenance of the service's accreditation and standards.
- 3.3.4 Ensure consumables and equipment are kept stocked and maintained to the manufacturer's standards and conditions.
- 3.3.5 Comply with all requirements of the current Work Health and Safety Legislation.

### 3.5 WORK HEALTH & SAFETY AND QUALITY IMPROVEMENT

- 3.5.1 Practice risk management and quality improvement processes.
- 3.5.2 Record incidents and near-misses in line with practice policy.
- 3.5.3 Adhere to duty of care including meeting practice standards and accountability
- 3.5.4 Maintain patient and practice confidentiality at all times.

## POSITION DESCRIPTION

3.5.5 Ensure the practice building, work spaces, rooms and surrounds are clean, tidy, accessible and are conducive to a safe and practical work environment.

3.5.6 Work in accordance with clinical governance processes and standards.

### 3.6 WORKERS

Workers have a responsibility to:

3.6.1 Participate in the development of a safe and healthy workplace.

3.6.2 Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.

3.6.3 Co-operate with management in its fulfilment of its legislative obligations.

3.8.4 Take reasonable care to ensure their own safety and that of others, and to abide by their duty of care provided for in the legislation.

3.6.5 To report any injury, hazard or illness immediately, where practical to their supervisor.

3.6.6 Not place others at risk by any act or omission.

3.6.7 Not wilfully or recklessly interfere with safety equipment.

### 3.7 HOURS OF WORK

3.7.1 Hours of work are advised in the Letter of Appointment, however, the employee may be required to work reasonable additional hours, as necessary to fulfil the requirements of the position, or as requested by the employer. This may include working outside of business hours.

3.7.2 Leave may be taken in consultation with the other receptionist as to ensure the presence of a receptionist at the practice during office hours at all times.

## 4. ORGANISATIONAL RELATIONSHIPS

4.1 Responsible to: Practice Manager (PM)

4.2 Internal and External Liaison

4.2.1 Internal

Practice Manager

Practice Staff Team

4.2.2 External

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

## 5. EXTENT OF AUTHORITY

5.1 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.

5.2 Freedom to act is limited by

5.2.1 Relevant legislation and regulations including but not limited to

5.2.1.1. *Fairwork Act 2009 and Fairwork Regulations 2009*

## POSITION DESCRIPTION

5.2.1.2. Occupational Safety and Health Act 1984 and Occupational Safety and Health Regulations 1996

5.2.1.3. Health Insurance Act 1973 and Health Insurance Regulation 2014

5.2.2 Industry standards and guidelines including but not limited to

5.2.1.4. AGPAL and QIP Accreditation and Quality Improvement Standards

5.2.1.5. Australian Privacy Principles

5.2.1.6. National Vaccine Storage Guidelines

5.2.1.7. RACGP Computer and information security standards

5.2.1.8. RACGP Infection prevention and control standards

5.2.3 Shire and Practice code of conduct, policies and procedures.

## 6. SELECTION CRITERIA

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	✓	



# POSITION DESCRIPTION

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	✓	

## 7. KEY PERFORMANCE INDICATORS

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

## 8. 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.

## 9. GENERAL TERMS OF APPOINTMENT

- 9.1 All employees are bound by the requirements of the Local Government Act 1995 to act with integrity, and in a way that shows a proper concern for the public interest.
- 9.2 Council's values for serving the community are: quality of service; continuous improvement; people concern; and teamwork.
- 9.3 The values which govern the conduct of management and employees are: loyalty; respect and trust; corporate teamwork; excellence and best practice; open, fair, accountable and efficient work practices; and staff development.
- 9.4 Normal working hours are 27 hours per fortnight.

## 10. 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.

<b>Occupant</b>	
<b>Date</b>	
<b>Chief Executive Officer</b>	
<b>Date</b>	



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