

Position Description – Medical Receptionist 6 Month Term Fixed Task Contract

Applicable Industrial Instrument:	<i>Health Professionals and Support Services Award 2010</i>
Position Level:	5
Hours of Work:	<p>Hours of work will be negotiated with the successful candidate. It is imperative that this role is undertaken in a sustainable manner, which should include rostered days off on a regular basis.</p> <p>Currently the normal hours of work for the practice are from 8:00AM to 6:30PM Monday to Thursday and 8:00AM to 5:30PM Fridays. Saturday hours are 8:30 AM to 1:00PM. Our experience has been that ordinary hours may vary in some weeks to meet changes in practice demand.</p> <p>It is expected that these hours may be subject to change from time to time to facilitate appropriate care for the practice patients. Breaks will be rostered with other staff to ensure continuity of care and consist of 45 minutes for lunch and 10 minutes each for morning and afternoon tea.</p>
Employment Status:	<p>Part-time, Fixed Term</p> <p>There is no expectation that a further employment contract will be offered at the end of the Fixed Term.</p>
Reports to:	Practice Manager
Date document created	12 November 2013 Updated 24 July 2023

General Purpose of Position:

- To provide high quality reception and administration services to the patients, doctors, allied health professionals and staff at the clinic in a caring and supportive manner.
- To maintain confidentiality of all information.
- To provide flexibility in practice staffing arrangements

Essential Duties and Responsibilities

In accordance with policies & procedures:

- Answer the telephone in a courteous and professional manner within 3 rings

- Receive and convey messages in writing, verbally and electronically and follow up messages in a timely manner to ensure tasks have been completed
- Liaise with patients and their families in a compassionate manner
- Liaise with GPs, other health professionals and their staff
- Gain a high-level understanding of all goods and services provided within the clinic
- Make appointments with high level of accuracy
- Bill patients and receipt moneys
- Undertake banking procedures
- Follow up and collection of outstanding patient accounts
- Operate all aspects of EFTPOS machine
- Fax, scan, and file documents.
- Prepare documents for mail-out
- Open and distribute incoming mail via practice systems
- Monitor Argus outgoing messages, updating practice contacts with new Argus contacts
- Type documents as required with a high level of accuracy
- Understand and use the HotDoc booking/recall/reminder system to full it's capacity
- Clean consulting rooms in between sessions
- Monitor stationary and/or clinical supplies and place orders as required to maintain a working supply at all times.
- Book and organise staff and/or doctors' meetings as directed
- Assist in accreditation process when required (3-year cycle)
- Participate in ongoing professional development activities
- Contribute to maintaining the cleanliness of the practice
- Ensure safe working environment at all times
- Maintain confidentiality of all information
- Comply with all Gladstone Street Medical Clinic policy and procedures and all relevant legislation, as amended from time to time
- Provide reception and administration services for GippSnip
- Any other reasonable administrative duties as directed by the Practice Manager or Practice Principals/Owners
- Maintain practice dress standards

Supervisory Responsibilities

This position has no supervisory responsibilities.

Essential Qualifications, Education, and/or Experience

- Genuine patient orientated focus, showing empathy when required;
- Diligence, honesty, and integrity towards the practice
- Excellent interpersonal skills
- Able to communicate effectively with a variety of people
- Able to work independently or as part of a team
- Proficient in use of keyboard
- Able to prioritise and organise
- Excellent presentation, punctuality and positive attitude towards work.

- Knowledge of Medicare item numbers and their applications;
- CPR/AED training (provided by clinic annually)
- Experience in front desk triage.

Desirable Qualifications Education and/or Experience

- Previous experience in a general practice environment
- Proficiency in Windows operating system
- Knowledge of Best Practice
- Understanding of medical terminology

Authority

The areas of authority the staff member is required or allowed to exercise are:

- Use judgement in conveying information to relevant authorities
- Operate within the organisation’s policies and procedures and within the scope of the staff member’s professional expertise

Certificates, Licenses, Registrations, Memberships

Current motor vehicle license.

Position Review

This position will be reviewed in 3 months initially and then on an annual basis.

Signed: _____
Employee Signature Date:

Signed: _____
Practice Manager Signature Date: