



North East Valley Division of General Practice Ltd.
Repatriation Hospital
Locked Bag 1
Heidelberg West 3081
Telephone 9496 4333
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RECEPTIONIST POSITION DESCRIPTION

POSITION TITLE	Receptionist
FULL-TIME/PART-TIME	1 Full time / Part-time Initial appointment - 6 months, with the possibility for extension
CLASSIFICATION	Medical Receptionist
AWARD/ CERTIFIED AGREEMENT	Medical Receptionists
REPORTS TO	Dr on duty (Day to day activities) Ken Mansbridge (Operational)
CONTACT	Ken Mansbridge (CEO) Email ken@nevdgp.org.au
CONTACT PHONE NUMBER	9496 4333

POSITION SUMMARY

To provide reception services at the Kinglake Community Medical Centre. The medical practice has been established in response to the devastating Black Saturday bushfires to the practice population. The position is expected to work as part of the general medical practice team currently consisting of 1FTE GP, a position shared by 12 rostered GPs and Practice Nurse as well as work in collaboration with the range of other services within the Kinglake catchment area.

This position provides the opportunity to support a community severely affected by the bushfires.

The purpose of the position:

To organise appointments, maintain records and perform medical & other tasks in order to ensure smooth and efficient functioning of the practice and provide an exceptional standard of care.

Responsibilities

- RECEPTION: Greet patients, record appointments & patient arrival, inform of delays; answer telephone calls promptly & courteously; pass on messages promptly to appropriate person
- CORRESPONDANCE: Manage daily incoming and outgoing mail, email & faxes; type & file outgoing correspondence

- **RECORD KEEPING:** Update and file medical records; prepare patient records for consultations and file after use (Paper records) or ensure all clients demographics are correct in electronic medical records
- **GENERAL DUTIES:** Photocopy; routine cleaning and restocking tasks; ensure reception and waiting areas are clean and tidy; ordering of stationery and medical supplies upon request by GPs and Nurse. Specific duties listed on separate documents.
- Tasks on this position description may be adjusted to best utilised in various areas

Ensure standards and legislative requirements are met and maintained whilst managing the clinical environment and performing duties within the areas of:

- Infection control –maintenance of procedures for disposal of contaminated waste and sharps disposal.
- Records management/data entry
- Occupational health and safety - identification of risks to patients, staff and others
- Sterilisation – Maintenance of sterilisation procedures including documentation appropriate for medicolegal purposes, cleaning, dispatching of non sterile stock to CSSD, and storage (in conjunction with the nurse)
- Maintenance of procedures for cold chain monitoring and vaccine storage and usage (in conjunction with the nurse)

Provide support in the following areas:

- Computer skills- appointments/recalls/data entry
- Accreditation (if required)
- Scheduling and documentation of routine maintenance
- Knowledge of Commonwealth MBS items numbers

Other Duties:

- Provide courteous non clinical advice and assistance to patients and visitors of the medical centre
- Maintain effective working relationships with staff and regularly participate in team and organisational activities.
- Ensure that statistical records and accountability information is prepared and forwarded in a timely manner.
- Understand budget parameters and where possible present possible strategies for improvement.

EXPECTED BEHAVIOUR

- Demonstrated patient focused approach in service provision with genuine empathy and interest in the patient needs.
- Excellent interpersonal and communication skills
- Be always well-presented, friendly, courteous and obliging. Represent the practice in a confident and positive manner at all times
- Undertake all duties in a diligent manner, with honesty and integrity.
- Maintain absolute confidentiality regarding patient and practice information.
- Have a vigilant attitude to accuracy, being prepared to double check as necessary
- Work cooperatively and independently.
- Demonstrate ability to prioritise and organize, with attention to detail
- Demonstrate commitment to ongoing professional development.

KEY SELECTION CRITERIA

Desirable Skills

- Demonstrated patient-focused approach in service provision
- Excellent interpersonal and communication skills
- Ability to work cooperatively and independently

- Ability to prioritise and organise
- Possession of current drivers licence
- Completion of an accredited medical receptionist course / knowledge of medical terminology
- Minimum of 1 year's experience in a medical receptionist / medical secretarial role
- Knowledge of medical appointment, billing and clinical software: Medical Director and Pracsft
- CRP Training and/or experience
- Training and/or experience in management of emergencies, handling complaints, Medicare and Health funds

Mandatory Skills

- Basic knowledge of MS Word

ADDITIONAL INFORMATION

Hours of work Monday to Friday, 9am to 5pm as rostered.
However, it is expected that staff will work in line with GP / Nurses hours and what is required to deliver essential patient care.

Breaks: 30 minute and 10 minutes for morning and afternoon tea

Other features: Temporary position with a qualifying period of 3 months

Remuneration:\$22.00- \$27.00 per hour (Salary sacrifice and packaging available with significant tax savings)

RELATIONSHIP TO PERFORMANCE DEVELOPMENT AND REVIEW PLAN

An initial performance review will take place three months following commencement of employment and then on an annual basis.

CLOSING DATE FOR APPLICATIONS

Friday June 26th