

Position Description

NORTH YARRA COMMUNITY HEALTH



POSITION TITLE: RECEPTIONIST

Team:	Reception	
Classification:	Computer Clerk	
Reporting Arrangements:	Practice Manager via Reception Team Leader	
Supervision:	None	
Superannuation:	Employer superannuation of 9 %	
Employment Type:	Casual	
Other Benefits:	Salary packaging (including meals entertainment benefit) and staff training and development opportunities.	
Approved by:	Vera Boston	On: June 2009

1. Position Summary

North Yarra Community provides a range of service to the Community.

- The role of the Receptionist is to deliver effective, friendly and efficient Reception Services for North Yarra Community Health, by:
- Providing a reception and information service to all clients and staff of the Centre efficiently, effectively and responsively.
- Providing administrative and computer data input service to the organization and ensuring client demographics are accurately recorded and maintained.
- Facilitating access for clients to the services they require in a timely way
- Providing information to members of the community about NYCH & other services upon request

2. Selection Criteria

2.1. Essential

- Demonstrated ability to provide courteous and professional service to all clients and users of the centre.
- Highly developed communication skills including active listening skills and the ability to relate to people from diverse cultural backgrounds
- Demonstrated ability to work under direction and as part of a team.
- Skills in managing time, and planning work priorities to meet the requirements of the position
- Ability to exercise good judgement and make effective decisions

2.2. Desirable

- Understanding of cultural issues and ability to deliver services that are culturally sensitive
- A good understanding of Community Health, its principles and organisational forms
- Demonstrated commitment to community participation and ongoing engagement with consumers
- Demonstrated commitment to participating in the ongoing quality improvement activities of the agency
- Ability to work as part of a multi-disciplinary team
- Well developed organisational and administrative skills
- Ability to speak a relevant community language would be highly regarded

3. Key Responsibilities

3.1. Client Service

- Provide a courteous, friendly and efficient reception service (telephone & direct contact) to all clients using the Centre, and provide them with information about the service and activities offered by the Centre.
- Make / cancel appointments for clients and ensure that all ancillary services, i.e. interpreting, are also in place to facilitate clients use of the service
- Operate the switchboard, answer all telephone enquires, forward, redirect calls and/or take messages as required.
- Provide informal interpreting and translating service where appropriate and within the policy framework.
- Assist in the operations the Secondary Needle & Syringe Program.

3.2. Administrative Services

- Register all new clients and input data into a computerized client data base systems.
- Maintain and update records pertaining to clients, including daily contacts with individual service providers and changes to master client record.
- Administer Medicare and other related bulk billing and insurance claims.
- Maintain electronic client files by ensuring accurate data entry and scanning of other information including pathology results, referral letters, medical reports, and other relevant information.
- Participate as directed by the Receptionist Team Leader in the archiving and culling of non-current client files.
- Receive mail and facsimiles and distribute to appropriate staff.
- Make bookings for use of community meeting room and community bus where applicable.
- Typing medical reports as required by the NYCH Service Providers.
- Tidy waiting room and medical clinic rooms; disposal of infectious waste as per procedure.
- Ensure that the external area of the building is neat and tidy and report any acts of vandalism etc to the site manager.

3.3. Team Development

- Participate in team and staff meetings and contribute to the development of systems, policies and procedures of the organisation.
- Maintain positive communication with fellow team members on a daily basis.

3.4. Quality Improvement

- Participate in staff development and ongoing education opportunities that are appropriate to the position
- Participate in organisational Quality Improvement activities

4. Other

- Understand and comply with the NYCH OH&S Policy, and procedures and the legislative requirements relevant to this position
- At all times treat other staff with courtesy and respect
- Work in partnership with the community, clients and staff to achieve our vision
- Liaise with referral sources and other health professionals as appropriate
- Participate in relevant team meetings and staff development activities
- Maintain adequate records and provide reports as may be required
- Receive appropriate training about the Needle & Syringe Program (NSP) and participate in the NSP as required
- Undertake other duties as directed which fall within the scope of the position and the skills of the position holder

5. OTHER RELEVANT INFORMATION

- NYCH is an equal opportunity employer
- Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by employment in this position
- A pre-employment police check is mandatory for all new employees. A working with Children check may be required. A working with Children check may be required.
- The staff member is employed by NYCH and employment is not site specific. The position may be required to work at any of our Centres or across Centres according to the needs of the program as determined by the Manager.
- A Probation period of three (3) months applies to all positions

This position description is approved by:

Occupant:Date:

Team Leader:Date:

Manager:Date: