

POSITION DESCRIPTION RECEPTIONIST

| POSITION DETAILS | |
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| Position: | Receptionist |
| Reports to: | Office Manager |
| Classification: | <i>Health Professionals and Support Services Award 2020</i> |
| Location: | Tamworth |
| Special requirements: | <ul style="list-style-type: none"> Working with Children Check First Aid Qualifications Driver's licence |

Organisational Context

Peel Health Care is an innovative and dynamic GP practice based in Tamworth, Northern NSW. The practice was established in Bridge St in August 2005 by the Directors of North West Slopes Division of General Practice and in June 2009 moved to Peel St as a result of continuous growth and expansion. Since then, the practice has facilitated the delivery of high-quality health care in a friendly and modern environment.

The practice promotes a team approach to good health, with a comprehensive team of professionals. GP registrars, medical and nursing students are taught by the practitioners in the practice. The practice is fully accredited with AGPAL. Our medical practice contains state-of-the-art medical facilities and equipment. We provide nursing, physiotherapy, podiatry, mental health, immunisations, women's health and minor surgeries.

Standards and Expectations

The Receptionist must adhere to Peel Health Care's standards and expectations:

1. Honesty, integrity, and ethical conduct at all times;
2. Excellent interpersonal and communication skills, including tolerance and the capacity to develop rapport with a wide range of stakeholders;
3. Leading and supporting staff to achieve their highest standard of work; and

4. High levels of motivation, initiative, and innovation.

Position Profile

The Receptionist at Peel Health Care is responsible to support the delivery of high quality care to patients through the delivery of reception services. They must have the ability to multitask while maintaining complex schedules and managing reception duties, demonstrate sound problem-solving skills as well as be an organised and motivated individual assuring a steady completion of workloads in a timely manner. The Receptionist must be patient and flexible, able to work in a collaborative team and adapt to workplace change quickly.

Accountability

The Receptionist will report directly to the Office Manager and will be accountable for assisting with all designated activities in line with company policies, procedures, and regulatory and legislative requirements. They will also be expected to operate both autonomously and in a team environment, ensuring they keep the Office Manager and relevant staff, briefed throughout. They will strive to exceed quality work standards and client service satisfaction levels.

Key Responsibilities

Key responsibilities include:

Reception Duties:

- Greet patients and answer the telephone in a courteous, helpful and professional manner
- Receive and convey messages in writing, verbally and electronically
- Liaise with patients and their families in a compassionate manner
- Liaise with GPs and other health professionals and their staff
- Make appointments and maintain the appointment system
- Prepare documents for mail-out
- Collect, open and distribute incoming mail
- Type documents as required with a high level of accuracy
- Issuing of patient billings and collection of payments including cash, EFTPOS and other forms of payment
- Undertake daily banking including end of day reconciliations
- Creation and maintenance of electronic patient records including data entry, faxing, scanning and filing of documents
- Ensuring computer backup is attended to daily
- Ensure the practice building and surrounding area such as waiting areas, consult rooms, car park and gardens are kept tidy and accessible to all
- Open and close the surgery as required
- Working cooperatively with other practice staff and contractors in a team approach
- Participating in meetings, staff training and development programs and performance appraisals

- Reporting of equipment failure, maintenance requirements and issues relating to Workplace Health and Safety
- Strictly observing the principles of confidentiality and security of patient notes and information
- Notify the Office Manager or Practice Manager of any complaints or concerns from both practice staff and patients
- Maintaining a professional and responsible approach to duties
- Other duties as required consistent with the practice receptionists skills and qualifications

Workplace Health and Safety (WHS):

Contributing to a safe and healthy workplace by:

- Following WHS instructions, policies and procedures;
- Reporting accidents and hazards and addressing potential risks;
- Working to ensure both your own and others' safety; and
- Actively participating in WHS meetings, suggesting improved risk and hazard mitigation.

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| Prepared by: | HR Consultant – Pinnacle People Solutions |
| Approved by: | |
| Date Approved/Updated: | |
| Version No: | VERSION 1 – 14/08/2020 |

Employee Acknowledgement

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| Signed by: | |
| Print Name: | |
| Date: | |

Selection Criteria

Essential Criteria

- Excellent written and verbal communication and customer service skills
- High degree of accuracy and attention to detail
- Competent IT user, including a working knowledge of Word and Excel
- Ability to multitask and cope well under pressure
- Ability to maintain a high level of professionalism and confidentiality
- Ability to work independently, show initiative and work productively within a team environment

Desirable Criteria

- Prior experience as a Medical Receptionist
- Previous experience in the use of Best Practice software
- An understanding of medical terminology