

URAPUNTJA HEALTH SERVICE ABORIGINAL CORPORATION

POSITION DESCRIPTION - RECEPTIONIST

Title	Receptionist
Responsible To	CEO
Location	Amengernternenh Community, Utopia

SUMMARY OF POSITION

The Urapuntja Community is situated on the Sandover Highway some 280 km north east of Alice Springs. Urapuntja Community comprises 16 Outstation communities spread out over some 3230 square km of desert. There are some 900 people who are mainly Anmatyerre and Alyawarra speaking people. Distances to the outstations vary from 5 to 100 kms from the clinic.

Urapuntja Health Service developed from many years of negotiations by Aboriginal people to have their own health service. Urapuntja is a community controlled health service with a Board of Directors which is elected from and by the community at the Annual General Meeting held each year. The Directors meets regularly to discuss issues and make decisions relevant to the Organisation.

The Receptionist will work as a member of a team including a GP, Aboriginal Health Workers and Remote Area Nurses, to provide services to community members.

DUTIES OF THE POSITION

1. Greet clients and visitors both in person and on the telephone.
2. Manage patients in the waiting room and notify the GP and RAN's of patients to be seen.
3. Liaise with Medicare Indigenous Access Team to update medicare cards
4. Complete PATS requests and liaise with PATS staff in order to arrange patient travel and accommodation as required.
5. Send referrals and make appointments for patients and advise patients of this.
6. Prepare town trip list and appointment letters for town trips. Ring all patients booked for appointments and confirm appointment time with them and the time they will be collected by the driver.
7. Answer incoming calls and transfer to the appropriate person. Record and pass on all messages. Direct all medical related calls to the RAN on duty.
8. Complete all fax and scanning tasks
9. Sort all mail into appropriate mail boxes. Prepare outgoing mail and put in a mail bag for the driver to deliver to the mail plane.
10. Enter data accurately into the Communicare system.
11. Typing duties as required. Display all notices on community and staff notice boards.
12. High standard of cleaning to office and clinic areas – including emptying bins, mop floors, wiping of surfaces following clinical cleaning standards
13. Cleaning of accommodation facilities after visitor use, includes floors, bathrooms, kitchen and changeover of linen
14. Support the organisation of products in the Op Shop
15. Order and account for all stationary and office supplies.

16. Shred all confidential paperwork that is no longer required due to being scanned to medical files.
17. Liaise with other staff within Urapuntja Health Service in regards to patient enquiries, appointments, referrals and follow up as required
18. Assist other health staff requiring community, cultural and/or linguistic assistance with clients where culturally appropriate
19. High standard of cleaning to office and clinic areas – including emptying bins, mop floors, wiping of surfaces following clinical cleaning standards
20. Cleaning of accommodation facilities after visitor use, includes floors, bathrooms, kitchen and changeover of linen
21. To provide quality and professional service and work ethics at all times.
22. Participate in training when required
23. Work within strict confidentiality guidelines, ensuring all client and organisational information is kept secure.
24. Undertake any other duties at the request of the Clinic Manager or CEO which are considered relevant to the position.
25. Not engage in any other work for any business or organisation other than UHSAC without first obtaining the permission of UHSAC.

SELECTION CRITERIA

Essential

- Excellent communication skills, in particular the ability to communicate sensitively in a cross-cultural environment
- Demonstrated ability to work in a team
- Current NT Drivers Licence or ability to obtain one
- Current NT Ochre card
- Able to drive a manual vehicle

Desirable

- Awareness of/sensitivity to Aboriginal culture and history.
- Experience in using a Patient Information and Recall System.
- Experience in a health centre environment
- Experience cleaning office environments
- Highly developed cross cultural communication skills and willingness to take cultural advice from Aboriginal staff.
- Previous experience working with remote Aboriginal communities and Aboriginal organisations and groups.