|  |  |  |  |
| --- | --- | --- | --- |
| **POSITION DESCRIPTION** | | | |
| **Role Title:** | Medical Receptionist | | |
| **Reports to:** | Administration Team Leader | **Date Approved:** | 23 April 2020 |
| **Award:** | Aboriginal Community Controlled Health Services Award 2010 | **Classification:** | Administrative Grade 2, Level 1 |

|  |
| --- |
| **ORGANISATIONAL CONTEXT** |
| The Broome Regional Aboriginal Medical Service (**BRAMS**) is an Aboriginal Community Controlled Health Service. When we opened our doors in 1978, BRAMS was the first remote Aboriginal Medical Service in Western Australia.  BRAMS provides comprehensive, holistic and culturally responsive primary health care and social and emotional wellbeing services to Aboriginal people living in Broome. BRAMS provides more than 40,000 occasions of service to the Broome community each and every year.  **Our Vision**  Healthy People – Strong Community – Bright Future  **Our Mission**  Provide holistic and culturally responsive health and wellbeing services for Aboriginal and Torres Strait Islander People. That means making our Mob healthy.  **Our Guiding Values**  **Respect:** Treat one another and others with respect.  **Integrity:** Be truthful, honest and ethical in our dealing with one another and others.  **Accountability:** Take responsibility for what we do and the decisions we make.  **Quality:** Provide high quality services that meet the expectations of our clients and the community. |

|  |
| --- |
| **PRIMARY PURPOSE AND FUNCTION OF THE ROLE** |
| The Medical Receptionist is responsible for provision of a high standard of customer service, effective and efficient administration of client appointments, client data, claims processing and specialist clinics. |

|  |  |
| --- | --- |
| **KEY RESPONSIBILITES** | **MAIN DUTIES** |
| Appointments  Assist with the achievement of high booking and attendance rates. | * Adhere to practices to achieve high booking and attendance rates, including checking time requirements for each appointment, coordinating daily lists, ringing patients to confirm attendance, managing changes and follow up appointments, monitoring and managing patient flow/wait times within the day. * Prepare for daily appointments. * Prioritise patients when necessary and screen urgent phone calls. * Confirm with patients follow up dates and next appointment dates, including reviews and health checks. |
| Registration and Claims Administration  Coordinate patient registrations and maintain patient contact details. | * Update patient person details including address, phone number, Medicare numbers, healthcare card and pension numbers at each presentation. * Register new patients in MMEx. * Manage PIP registrations, new patients and CD clients on a regular basis as prompted by the MMEx system. * Medicare item numbers are promptly and accurately entered into MMEx. * Medicare claims are compiled and lodged daily. |
| Reception  Provision of a high standard of customer service. | * Maintain hygiene of waiting room. * Meet and greet clients and visitors. * Attend to general enquires. * Keep reception desk tidy. * Answer telephone calls promptly and courteously and take messages. * Dispatch mail daily. * Registering incoming and outgoing mail and faxes. |
| Specialist Clinics and Allied Health Clinics  Coordinate specialist and allied health clinics. | * Management of waitlist for specialist and allied health clinics. * Confirm with patients appointment dates, including sending reminder letters and phone calls. * Allocate rooms for specialists and allied health professionals. |
| Information Management  Maintain records in accordance with organisation policies and relevant legislation. | * Undertake reporting activities together with other relevant documentation within the scope of the position. * Maintain the information flow that supports reliable data and documentation in the area of responsibility for the position. * Participate in business planning processes and policy and procedure formulation within the area of responsibility. |
| Relationship Management  Foster productive working relationships. | * Foster productive working relationships with other BRAMS staff in the delivery of seamless services. * Actively foster productive working relationships with local networks and other service providers and suppliers to promote BRAMS and remain abreast of emerging issues. * Encourage cross-functional collaboration to achieve the best outcome for the organisation. |
| Occupational Health & Safety  Safe workplaces and environments are provided and maintained for Staff, Clients and external stakeholders. | * A positive workplace culture free of bullying, harassment and discrimination is promoted. * All reasonable and practical steps to ensure the safety, health and welfare of all staff and clients in accordance with legislation and policies are taken. * Immediate intervention occurs wherever unsafe work practices are observed. |
| Aboriginal Ways of Working  Demonstrate a personal understanding of responsive ways of working with Aboriginal Clients, Staff and Communities. | * Aboriginal clients, staff and communities are supported in a way which protects and respects their cultures. |
| The duties outlined in this Position Description are not exhaustive and are only an indication of the work of the role. BRAMS reserves the right to vary the Position Description. | |

|  |
| --- |
| **KEY RELATIONSHIP/REPORTING LINES** |
| **Accountability**  The Medical Receptionist is accountable to the Administration Team Leader.  **Direct Reports**  The position does not have any direct reports.  **General Relationships**  Build effective relationships across the organisation, community groups and Aboriginal communities. |

|  |
| --- |
| **ESSENTIAL CREDENTIALS** |
| It is a requirement of BRAMS for employees to provide a current National Police Certificate and a current Working with Children Check.  BRAMS reserves the right to immediately terminate employment and/or withdraw offers of employment where it is deemed previous criminal (unspent) charges and/or pending charges may bring the Corporation and/or programs or services delivered by the Corporation into disrepute.  A current drivers licence is a requirement of the role. |

|  |
| --- |
| **SELECTION CRITERIA** |
| *Candidates for the position of Medical Receptionist* must *address the following selection criteria:*  Essential Criteria   * Previous experience within an Aboriginal and Torres Strait Islander Community Controlled Health Service. * Demonstrated understanding and commitment to Aboriginal health, Aboriginal culture, and the philosophy and practice of Aboriginal Community Control. * Computer and word processing skills with demonstrated experience in using MS Office package, email and the use of patient information/recall database systems. * A demonstrated ability to communicate, engage effectively and work together with, Aboriginal and Torres Strait Islander peoples. * Effective interpersonal skills with a focus on client focused outcomes * Demonstrated ability to organise workload with a high attention to detail. * Possess current “C” class drivers licence.   Desirable   * Certificate III in Health Administration or willingness to complete. |

|  |  |
| --- | --- |
| **APPROVAL** | |
| **As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.** | |
| **Employee Name:**  **Employee Signature:** | **Date:** |
| **Manager Name:**  **Manager Signature:** | **Date:** |