

POSITION DESCRIPTION

Senior Medical Receptionist

REPORTS TO	Clinical Administration Team Leader
BUSINESS UNIT	Clinical Administration
AWARD CLASSIFICATION	Administrative Grade 4, Level 1
AWARD	Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020
BRAMS CLASSIFICATION	Senior Medical Receptionist, Level 1

ORGANISATIONAL CONTEXT

The Broome Regional Aboriginal Medical Service (**BRAMS**) is an Aboriginal Community Controlled Health Service which has been caring for the Broome community for more than 40 years. When we first 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, social and emotional wellbeing services, and NDIS support to Aboriginal people living in Broome. BRAMS delivers more than 40,000 of occasions of service each year. BRAMS delivers services in accordance with our Model of Care.

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.

POSITION PURPOSE

The Senior Medical Receptionist is responsible for providing reception duties and administrative support to all clinical staff. This position is pivotal in the efficient functioning of the BRAMS clinic and operates in a dynamic environment of competing priorities.

The Senior Medical Receptionist is responsible for the leadership of Medical Receptionists in the delivery of high quality person centred services. This role is a crucial link between patients and clinical teams.



KEY RESULT AREAS	MAIN DUTIES
Reception Duties	<p>Overseeing and providing Reception duties including but not limited to:</p> <ul style="list-style-type: none"> > Supervise Medical Receptionists to ensure they fulfil their duties. > Meeting and greeting patients and BRAMS visitors, providing exceptional customer service. > Ensuring all patients are screened in accordance with the Triage by Non-Clinical Staff Policy. > Update patient personal details including address, phone number, Medicare numbers, healthcare and pension numbers on MMEx at each presentation. > Register new patients on MMEx. > Coordinate patient appointments including booking, confirming, cancelling, rescheduling as required. > Coordinate booking recall list as delegated; and review an action relevant recalls. > Undertake SMS contacts for appointment reminders. > Ensure all incoming phone calls are attended to in a prompt and courteous manner. > Monitor and follow up in missed telephone calls. > Respond to incoming emails in a timely manner. > Manage PIP registrations as directed. > Ensure MBS items are promptly and accurately entered into MMEx. > Provide service information to all patients and visitors presenting to BRAMS, ensuring that all enquires are dealt with in a confidential and sensitive manner. > Maintain confidentiality regarding patients and the affairs of BRAMS. > Keep reception and waiting room tidy.
Administrative Support	<p>Provide administrative support to health practitioners within the clinic including but not limited to:</p> <ul style="list-style-type: none"> > Provide administrative support duties for health practitioners including faxing, uploading, photocopying, scanning and taking telephone messages. > Collecting and opening mail other than Private and Confidential and marking date of receipt and posting of mail. > Working cooperatively with other clinical staff and stakeholders in a team approach. > Participate in quality improvement activities.



Quality Improvement	<p>Participate in quality management activities including but not limited to:</p> <ul style="list-style-type: none"> > Assist the Clinical Administration Team Leader to identify, establish, improve and maintain administrative process. > Implement and follow BRAMS' Incident Reporting and Consumer Feedback Policies and Procedures. > Ensures quality control of medical records and related systems.
<p>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.</p>	

KEY PERFORMANCE INDICATORS

The employee will be required to participate in the development of an individual workplan which will include key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to BRAMS values and strategic directions.

KEY RELATIONSHIPS

Internal

BRAMS CEO	The CEO may make day to day requests for support and information from the Senior Receptionist.
The Clinical Administration Team Leader	The Clinical Administration Team Leader is the first point of contact for the overall direction of work and will provide support to the Senior Receptionist.
BRAMS Employees	The Senior Receptionist will interact closely with employees, Aboriginal Health Practitioners, Transport Drivers, Nurses, General Practitioners and Management to develop and maintain effective working relationships, collaborate on matters, exchange information and provide advice and feedback.
BRAMS Patients	The Senior Receptionist will provide a first point of contact for BRAMS patients and visitors and will offer support and assistance.

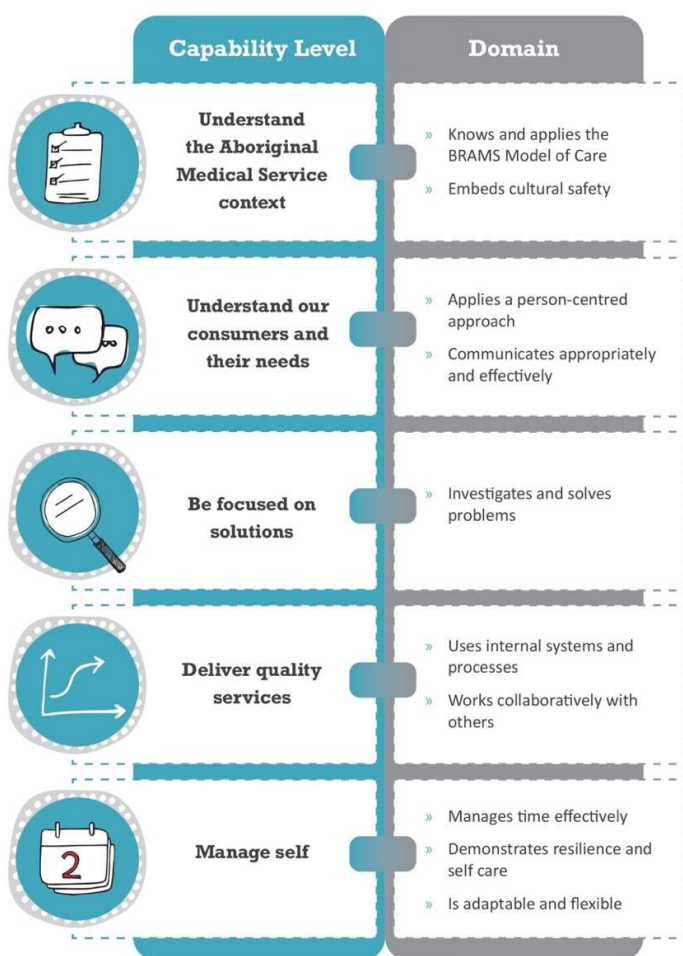
External

External Stakeholders	The Senior Receptionist may develop and maintain strong connections with external stakeholders such as service providers, funding bodies other agencies and organisations.
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WORKFORCE CAPABILITY FRAMEWORK






BRAMS is operating in a rapidly changing environment which requires our workforce to build capabilities and quality to enable - and drive - sector reforms, particularly the Closing the Gap initiative. These stages of work can be thought of as 'domains', and are intended to be consistent with BRAMS' Model of Care. Each domain comprises several capabilities that enable BRAMS staff to achieve the objectives of that stage of work. These domains and capabilities combine to form the capability framework for BRAMS.



CAPABILITY LEVELS FOR THE POSITION

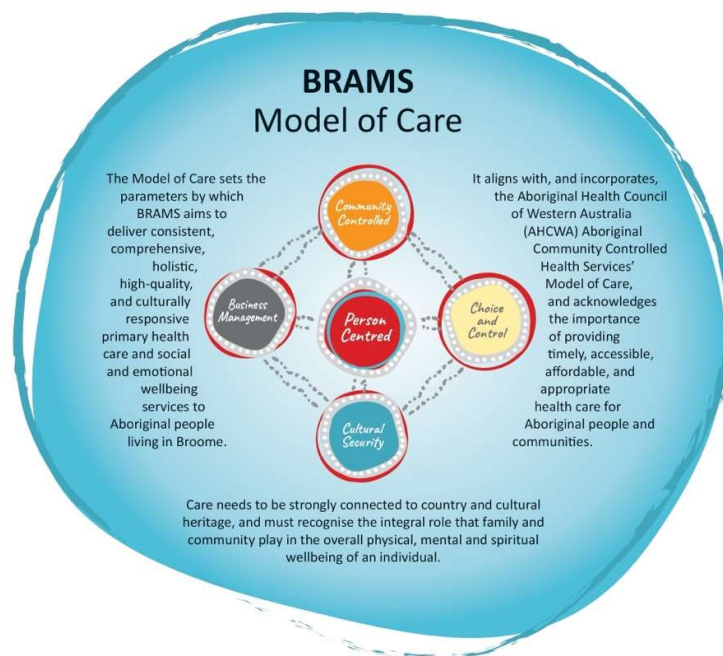
Capability levels for the position are as follows and reflect a progressive increase in complexity and skill:

Foundational > Established > Leading

CAPABILITY	DOMAIN	LEVEL
	Understand the Aboriginal Medical Service context	FOUNDATIONAL Knows and applies the BRAMS Model of Care
		ESTABLISHED Embeds cultural safety
	Understands our consumers and their needs	FOUNDATIONAL Applies a person-centred approach
		ESTABLISHED Communicates appropriately and effectively
	Be focused on solutions	ESTABLISHED Investigates and solves problems
	Deliver quality service	ESTABLISHED Uses internal systems and processes
		ESTABLISHED Works collaboratively with others
	Manage self	ESTABLISHED Manages time effectively
		ESTABLISHED Demonstrates resilience and self-care
		ESTABLISHED Is adaptable and flexible

BRAMS MODEL OF CARE

The BRAMS Model of Care is an expression of our collective goals of delivering high quality comprehensive health and wellbeing for Aboriginal people. Our Model of Care is defined in the figure below.



VALUES

The values of BRAMS are used to indicate the type of conduct required by our employees and the conduct that our consumers can expect from our service:

- **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.



EMPLOYMENT SCREENING

Employees are required to demonstrate that they have undergone appropriate employment screening in accordance with BRAMS Employment Screening Policy. The following checks will be required for this role:

- | | |
|---|---|
| <input checked="" type="checkbox"/> National Police Check | <input checked="" type="checkbox"/> Pre-Employment Medical Assessment |
| <input checked="" type="checkbox"/> Working with Children Check | <input type="checkbox"/> National Disability Insurance Service Check |
| <input type="checkbox"/> AHPRA Verification Check | <input type="checkbox"/> Drivers Licence Verification Check |
| <input type="checkbox"/> Passenger Transport Driver Check | <input checked="" type="checkbox"/> COVID-19 Vaccination |

SELECTION CRITERIA

Candidates for the position of Senior Medical Receptionist must address the following selection criteria:

Essential Criteria

- > Previous experience working in an Aboriginal Community Controlled Organisation.

Desirable

- > Certificate in Business Management or equivalent.
- > Demonstrated experience working in an administrative and/or reception role within a similar environment.
- > Previous experience supervising and coaching staff.
- > Demonstrated computer literacy and experience with all Microsoft Office applications and electronic Medical Record Software.
- > Exceptional organisational and time management skills with the ability to prioritise competing demands and deadlines.
- > Strong customer service skills.
- > Exceptional interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds and experiences.
- > Understanding of the health and wellbeing needs of Aboriginal and Torres Strait Islander people.

ROLE ACCEPTANCE

I have read and confirm my understanding of the above position description that will apply to my employment with Broome Regional Aboriginal Medical Services.

Employee Signature:

Date: