



Clinic Receptionist Job Description

Area:	All Miwatj Health East Arnhem Region
Job Title:	Clinic Receptionist
Classification:	AO1
Salary:	\$53,049 - \$57,578 PA, pro-rata + Super depending on experience and skills
Work Type:	Part Time; 0.8 FTE, 30 hours per week
Department:	Clinical Services
Location:	Yirrkala
Reports to:	Clinic Manager, Yirrkala
Direct Reports:	Nil
Employment Conditions:	Miwatj Health Aboriginal Corporation EA 2018

OUR VALUES

We Believe. We Invest.

1. We believe...and we invest
2. We respect...and we trust
3. We contribute...and we learn
4. We stand strong...and we last
(And we do it **together, always**).

Primary Objective

Within the aims and objectives of Miwatj Health Aboriginal Corporation, assist in the provision of efficient, high quality and effective reception and administrative services to Patients, Doctors, Staff and Visitors at the Miwatj Galiwin'ku Health Centre in a professional, confidential and supportive manner.

Reporting Relationships

This role reports to the Clinic Manager, Yirrkala

Key Responsibilities

- Provide administration support to GP's, the Clinic Manager and clinical staff when required.
- Assist in answering phone calls in a professional, courteous and friendly manner, transfer calls to appropriate people or programme areas. Take precise and accurate phone messages, relay messages via Email or deliver to relevant person.
- Register enrolment and update Medicare, My E-Health Records, and Hospital Administration and maintain/update accurate Patient records.
- Maintain secure and confidential patient files in Communicare - the computerized patient information and Recall System.
- Perform reception duties which include preparation for patient visits and assist in the smooth running of the clinic reception area.
- Fax documents and scan documents as required.
- Liaise with Patient Liaison Officer/Driver to support the scheduling of Patients pick up's to attend appointments.
- Participate in ongoing professional development when required.
- Support PATS team and other administrative duties as required from time to time.

- Strict and full adherence to MHAC Confidentiality, Security and Cultural Policies.

Qualifications/Professional registration/other requirements

- Prior experience in Microsoft Office Suite
- Possess or willingness to obtain
 - First Aid Certificate
 - Drivers License – Manual
 - Working with Children NT card

Selection Criteria

Essential minimum requirements

- Knowledge and Understanding of Aboriginal and Torres Strait Islander cultures, values and beliefs, and an understanding of health issues impacting on Aboriginal people in Northern Australia.
- Knowledge and ability to communicate sensitively with ATSI people from different cultural backgrounds.
- Demonstrate ability to work in a reception environment and confidence to support and communicate with clinical staff and patients.
- Ability to work at a satisfactory level with full supervision as well as within a team environment.
- Demonstrated skills and experience in the use of computerized systems such as Microsoft Office suite.
- Demonstrated experience in working in an environment that has direct contact with clients.

Desirable

- Prior experience within a medical or primary health care organisations.
- Experience using Communicare

Delegation Authority / Other Functions

ONLY IF APPLICABLE

Delegations are attached to positions rather than occupants of positions. Delegations are to be exercised within the framework of MHAC policies and guidelines. Tables of delegates and delegations will be accessible on MHAC's internal information systems, together with associated policies.

If a delegate is found to have exercised a delegation improperly, he or she may be subject to discipline and the delegation(s) revoked.

The applicant will be required to hold a current Working with Children Clearance notice and undergo a criminal history check. A criminal history will not exclude an applicant from this position unless it is a relevant criminal history.

Acceptance of Responsibilities

I have read the requirements and responsibilities outlined in this position description, MHAC Code of Conduct and Employment Terms and Conditions and agree to meet and adhere to these and have my performance monitored and evaluated in relation to my performance in the role as detailed throughout this document.

Name:		
	(Employee)	(Manager)

Signed:		
Date:		
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