



Puntukurnu Aboriginal Medical Service

Job Description Form (JDF)

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| Position Title: | Medical Receptionist |
| Reporting To: | Clinical Manager – Newman Clinic |
| Award: | <i>Aboriginal Community Controlled Health Services Award 2020 (Cth)</i> |
| Award Classification: | Administrative Grade 1 |
| Hours: | 1.0 FTE 75 Hours per Fortnight |
| Direct Reports: | Nil |
| Effective Date : | 3 rd June 2020 |
| Review Date: | 3 rd June 2021 |

Position Overview

The Medical Receptionist will report to the Clinical Manager – Newman Clinic and is responsible for providing efficient and effective reception and administrative support to all members of the Newman Clinic team in order to facilitate a high level of care for all clients and visitors to the Newman Clinic.

The Medical Receptionist is primarily responsible for providing professional and confidential administration services to support the effective service delivery and day-to-day functioning of the Newman Clinic. The incumbent will be essential to ensuring the service is perceived by local community members as accessible, friendly and welcoming.

The Medical Receptionist is generally the first point of contact with the public and as such it is essential that they are pleasant, courteous, highly professional and able to interact with a wide and diverse consumer group. The Medical Receptionist will work competently in a busy environment, and collaboratively with all PAMS staff and visiting services.

Position Responsibilities

General Reception Tasks:

- General reception duties including answering phones, booking and confirming appointments and entering of new client details on computer software.
- Meet and greet clients and centre visitors and provide exceptional customer service.
- On presentation, ensure that all key client identifiers are up-to-date and updated as required on the electronic patient information system.
- Ensure all incoming phone calls are attended to in a prompt and courteous manner.

- In consultation and collaboration with the Clinical Manager – Newman Clinic, manage the reception and waiting room area and de-escalate situations as required.
- In consultation and collaboration with the Clinical Manager – Newman Clinic, manage the client wait list efficiently and consistent with triaging policies, ensuring the clinical team is notified of any clients who require urgent medical attention.
- Provide accurate and timely information to community members about opening hours and services offered by the Newman Clinic ensuring that all enquiries are dealt with in a confidential and sensitive manner.
- Assist both community members and staff with the preparation of health related documents as required.
- Receive and convey messages in writing, verbally and electronically.
- Fax, scan, and file documents as required.
- Ensure all relevant medical documents are scanned into the electronic patient record system (Communicare).
- Coordinate incoming and outgoing mail.
- Ensure adequate supplies of consumables, such as stationery and/or clinical supplies and order as directed.

Responsibilities Relating to Patient Assisted Travel Scheme (PATs) and General Patient Transport:

- Work closely with the Clinical Manager – Newman Clinic and the Transport Officer to organise and facilitate daily transport of clients to and from the clinic.
- Work closely with the PAMS Aboriginal Liaison Officer (PATs Officer) to ensure all relevant paperwork and booking processes are completed for patients requiring travel to/from Port Hedland or Perth for medical specialist and/or allied health appointments.
- Ensure all PATs support, travel and appointments are appropriately documented on electronic patient record system (Communicare).

Medicare and Practice Incentives Program (PIPS) Duties:

- Ensure all clients have up to date Medicare details and provide assistance to clients to complete relevant Medicare paperwork where required.
- Support PAMS Medicare Officer as required and work with the Newman Clinic team to ensure all opportunities are utilised to maximise Medicare funding.
- Support the Clinical Manager - Newman Clinic to ensure yearly PIPS forms are completed and lodged.

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the highest level of achievement in Equal Employment Opportunity, Work Health & Safety, Code of Conduct, Quality Improvement, Performance Management, Client Focus and Confidentiality throughout the course of their duties.

General Responsibilities

1. Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives and values.
2. Comply with all organisational policies and procedures.
3. Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture.
4. Attend and participate in professional development activities including workshops and training as required.
5. Actively participate in continual quality improvement and the organisation's quality management system.
6. Comply with all applicable legislation including duty of care laws, professional standards, anti-discrimination, bullying and sexual harassment legislation.
7. Attend and participate in Employee Development Days.
8. Participate and comply with all Work Health & Safety responsibilities as per the *Occupational Health and Safety Act 1984* (WA).
9. Identify and assist to reduce Work Health & Safety hazards and risks.
10. Follow the reasonable direction of Work Health & Safety representatives.

SELECTION CRITERIA

ESSENTIAL:

- Knowledge and understanding of Aboriginal and Torres Strait Islander cultures, values and beliefs, and an understanding of health issues impacting on Aboriginal people in Western Australia.
- Demonstrated experience working in an administrative and/or reception role within a similar environment.
- Exceptional interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds and experiences.
- Sound oral and written communication skills.
- Strong customer service skills and the ability to work under pressure and manage conflict situations.
- Ability to work at a satisfactory level unsupervised with limited supervision as well as within a team environment.
- Demonstrated knowledge and experience in the use of computerised systems with experience in patient information management and recall system preferred.
- Sound clerical and organisational skills and attention to detail.
- Ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.

DESIRABLE:

- The person is of Aboriginal and/or Torres Strait Islander decent and is acknowledged as such by their community.
- Previous experience working within an Aboriginal Community Controlled Health service environment.
- A relevant tertiary qualification in Business Administration or similar.
- An understanding of medical terminology, medical and allied health professional organisations and relevant stakeholders.
- Previous experience utilising an electronic patient information system (e.g. Communicare).
- Previous experience working with the Medicare system in the primary health care setting.

APPOINTMENT FACTORS

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| Location: Based in Newman | Accommodation: Nil |
| Allowances/Conditions: <ul style="list-style-type: none">• Employment is conditional pending the outcome of the Federal Police Clearance, WA Working With Children Check and where required comply with legislative checks• Unencumbered 'C' class Manual Driver's Licence | Specialised Equipment Operated: Ability and willingness to drive 4WD vehicles |

ACKNOWLEDGEMENT

As occupant of the position I have noted the statement of duties and responsibilities and other requirements as detailed in this document.

| Name | Signature | Date Appointed | Date |
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