

POSITION DESCRIPTION

Position Title	Medical Receptionist Identified
Location	Townsville and Region
Work Unit	Primary Health Care
Employment Status	Full-time / Part-time / Casual
Position Reports To	Clinic Administration Services Officer (Medical Administration & Transport Services)
Positions Responsible For	N/A
Award Reference	Aboriginal Community Controlled Health Services Award
Date of Approval	November 2020

TAIHS is an Aboriginal and Torres Strait Islander community controlled and managed corporation.

With approximately 250 employees and an operating income of \$30m generated from Commonwealth and State funding bodies, the organisation supports communities in the Townsville, Ingham/ Abergowrie, Burdekin, Palm Island and Charters Towers/Hughenden area.

TAIHS provides a holistic primary health care service incorporating a bulk-billing general practice medical clinic, a dental clinic, an individual support and advice service, mental health counseling, community health screening and health promotion activities. TAIHS also provides a range of community services, including crisis accommodation, child safety and early family intervention programs, and a specialist service for young people.

In addition to the operation of comprehensive primary health services and the provision of a range of community services, TAIHS seeks to improve health and social outcomes for the community through; strategic partnerships, advocacy for needs, promotion of awareness and education in improved health and social practices, promotion of knowledge and understanding of underlying issues and unique needs and development of the evidence base.

Our Vision – “TAIHS ... More than a Health Service”

To “strive to provide a truly comprehensive model of care that responds to the physical, social, emotional, cultural and spiritual needs of our people”.

Our Mission

Excellence in the delivery of culturally appropriate service to support Aboriginal and Torres Strait Islander people to achieve better health and wellbeing outcomes.

POSITION DESCRIPTION**Our Values**

TAIHS is committed to working in accordance with the following values to achieve our strategic vision:

- Working in partnership with our community to support empowerment and self-determination.
- Adopting a culturally appropriate and holistic approach to addressing the health and wellbeing needs of our clients.
- Providing high quality, evidence-based care to achieve the best outcomes for our clients.
- Striving for levels of excellence that meet and exceed community expectations.
- Being accountable to our stakeholders by delivering on our commitments and maintaining the highest professional standards in service delivery and ethical practice.
- Developing a learning organisation that supports the development of staff, teamwork and embraces positive change.
- Upholding our organisational integrity– we value honesty, professionalism and respect in all that we do.

Purpose of Position

The position is responsible for acting as the first point of contact for all patients to TAIHS clinical services. The Medical Receptionist is required to greet patients on arrival, organise patient appointments, maintain patient admission records and perform other tasks relevant to ensuring the effective and efficient functioning of main reception. This role is critical in ensuring a high standard of customer service is provided to all patients and visitors to TAIHS clinics.

Key Responsibilities and Performance Indicators
--

AREA OF RESPONSIBILITY	RESPONSIBILITIES	KPIs
Interpersonal Skills	<ul style="list-style-type: none"> • Always ensures a friendly and courteous personable manner 	<ul style="list-style-type: none"> • Demonstrates a courteous, friendly, and personable manner when liaising with clients, visitors and colleagues both on the phone and in person
Messages and Transferring Calls	<ul style="list-style-type: none"> • Ensures accuracy of messages taken and appropriate announcement of callers to call recipients 	<ul style="list-style-type: none"> • Demonstrates accuracy in recording caller names, telephone numbers and messages • Demonstrates diligence in transferring telephone calls
Two-Way Radio Communications	<ul style="list-style-type: none"> • Ensure competence in two-way radio operation 	<ul style="list-style-type: none"> • Demonstrates skills and abilities in the use of two-way radio applications
Medical Scanning	<ul style="list-style-type: none"> • Ensures all client documentation is scanned accurately and in a timely manner 	<ul style="list-style-type: none"> • Demonstrates competence and accuracy in medical scanning

POSITION DESCRIPTION

Petty Cash	<ul style="list-style-type: none"> Petty cash is used in accordance with policy requirements 	<ul style="list-style-type: none"> Demonstrates competence in use of and acquittal of petty cash in line with policy procedures
Vehicles	<ul style="list-style-type: none"> Ensure vehicle maintenance and servicing are maintained in consultation with Facilities Manager. 	<ul style="list-style-type: none"> Demonstrate ability to ensure vehicle maintenance and detailing are completed on time and in line with Vehicle Policy Document.
Quality & Compliance	<ul style="list-style-type: none"> Complete all LOGIQC tasks by the required date in line with quality management procedures. 	<ul style="list-style-type: none"> Less than 10% of tasks overdue in LOGIQC
	<ul style="list-style-type: none"> All staff share the authority and responsibility of identifying non-compliances or possible improvements and recording these instances such that corrective or preventive action can be taken, to rectify the immediate situation and to prevent recurrence. 	<ul style="list-style-type: none"> Evidenced by at least one improvement put forward and recorded in LOGIQC per annum
	<ul style="list-style-type: none"> Comply with all legal, ethical, and regulatory requirements. 	<ul style="list-style-type: none"> Evidenced by actions recorded in LOGIQC
	<ul style="list-style-type: none"> Participate in the performance review process (PP&R). 	<ul style="list-style-type: none"> Draft document provided to the Manager within a minimum of 2 weeks of due date. Monitored through LOGIQC
Risk management / WHS	<ul style="list-style-type: none"> Report any incidents in line with TAIHS reporting procedures. 	<ul style="list-style-type: none"> Evidence reported in LOGIQC
	<ul style="list-style-type: none"> Follow all safety procedures and contribute to a safe work environment. 	<ul style="list-style-type: none"> Compliance with all policies and procedures (reviewed at PP&R). Follow all safety procedures and contribute to a safe work environment

Please note that the duties outlined in this position description are not exhaustive, and only an indication of the work of the role. TAIHS can direct you to carry out duties which it considers are within your level of skill, competence and training.

POSITION DESCRIPTION

Duties & Responsibilities include but are not limited to:

- Opening and closing of the main reception area.
- Greeting and welcoming customers presenting, following by Covid 19 screening requirements
- Ensuring a high standard of care is provided to patients, doctors, and staff
- Provide excellent communication and customer skills to patients and co-workers
- Assist patients with inquiries and appointments when they arrive at the clinic in person
- Answering phones in a timely fashion and dealing with patient enquiries
- Book and Confirm Patient/Transport appointments.
- The ability to work under pressure and manage completing deadlines
- Strict maintenance of confidentiality
- Collection and accurate data entry of patient details
- General Administrative duties i.e. Scanning, Filing & Photocopying
- Manage high volumes of incoming/outgoing enquiries
- Ensuring patients are informed of possible delays.
- Confirm appointments by SMS/telephone.
- Triage patients using Popguns.
- Monitor patient waiting times.
- Medical Receptionist to follow up referrals/appointments
- Communicating with Transport Officers via 2-way radio
- Outreach Clinics to manage/acquit petty cash
- Outreach Clinics to maintain vehicle servicing and detailing
- Outreach Clinics also report building maintenance/faults on LOGIQC

Required Qualifications and Experience

- Cert III in Business Administration (Medical) desirable
- Previous experience in a similar role (desirable)
- Excellent organisational skills to prioritise work, meet deadlines and demonstrate initiative and attention to details
- High level of computer literacy
- High level of verbal and written communication skills
- Pride in presentation and attendance
- A vibrant and professional can-do attitude
- CPR training or willingness to undertake such training as deemed by the company.
- Knowledge of MS Office suite, Medical Director and Pracsoft with the ability to use other software systems relevant to the primary health service environment.

Practical Requirements

- Work out of normal hours of duty may be required.
- Travel across Region may be required.
- Current C Class Drivers Licence (Qld).
- Current Blue Card (working with children and young people)
- Satisfactory Police Check – no Serious/Criminal/Court Record
- Ability to perform the physical requirements of the role in a safe manner.

POSITION DESCRIPTION

Selection Criteria

- Ability to work autonomously, possess time management and organisational skills and able to meet deadlines when managing tasks
- Excellent customer service skills as well as strong interpersonal and communication skills
- Knowledge of the issues affecting the health of Aboriginal and/or Torres Strait Islander people