



Our Vision

People living well

Our Values

We care – We work together – We achieve – We learn – We Innovate

Position Description

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|-----------------------------------|--|
| Position Title | Receptionist and Office Support |
| Reporting to | Team Leader, Reception and Customer Relations |
| Direct Report/s | Nil |
| Budgetary Responsibilities | Nil |
| Liaises with Internally | GH staff Allied Health providers Medical Practitioners |
| Liaises with Externally | Clients Members of the public Other services providers Medical practitioners Pharmacists, Contractors |
| Code of Conduct | Employees are expected to, at all times: <ul style="list-style-type: none"> • Maintain a high professional standard and work with integrity • Develop a collaborative working relationship • Communicate with respect and tolerance • Maintain a client focus • Adopt a Continuous Quality Improvement approach |
| Position Context | The Receptionist staff provide a critically important first point of contact and welcome to the communities wishing to access a broad range of medical and primary health services. It is also to provide a range of support services to all staff, clinicians and practitioners across the whole organisation. |

Organisation Context

Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).

The Board of Governance provides strategic planning for Gateway Health. The Board consists of 9 elected members.

The Board has delegated the operational management of the Agency to the Chief Executive Officer.

Executive staff are accountable to the Chief Executive Officer and provide direction, support and leadership to staff.

The Executive comprises;

- Chief Executive Officer
- General Manager Client Services
- General Manager Clinical Services

Program Managers provide immediate support and management within their program areas. There are nine clinical and client program areas.

Corporate services are delivered through five key areas (Finance, Payroll, Information Communications Technology, Human Resources and Quality & Safety).

Review of Position Descriptions:

This position description will be reviewed annually (June 30 each year), when the position becomes vacant or as deemed necessary.

Qualifications & Conditions:

Applicants MUST address the Selection Criteria below when completing an employment application

Selection Criteria:

| | |
|-------------------|---|
| Essential: | 1. 2-3 Years clerical/administrative experience required |
| Desirable: | <ol style="list-style-type: none">2. Excellent organisational skills and the capacity to take initiative, to follow instructions and demonstrated ability to manage periods of high demand effectively and efficiently.3. Experience in health care reception/administration role.4. Effective communication skills (both written and verbal) in dealing with clients, contractors, patients, visitors, staff etc5. Demonstrated ability in IT systems including Microsoft Office (Outlook, Word/typing skills) and client management systems ie. Zedmed, Trakcare.6. Willingness to learn new systems and processes and embrace change practices7. Ability to work co-operatively within a multidisciplinary environment.8. Sensitivity to issues related to the provision of services in a community of cultural diversity.9. Acceptance and a non-judgmental attitude with respect for others10. High level of accuracy and detail with regard to data entry, scanning and other client information. |

Salary & Conditions:

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|---------------------------|---|
| Salary/Conditions: | <ul style="list-style-type: none">• Clerical Worker Grade A Y1-5 dependant on experience• Casual• Ability to work a variety of hours within a rotating roster system between the hours of 8am and 6pm• Salary packaging as per company policy• 6 month probationary period• Current Drivers Licence• Current Police Check• Based in Wangaratta |
| Award/Agreement | <ul style="list-style-type: none">• Victorian Stand-Alone Community Health Services (Health & Allied Services, Managers and Administrative Officers) MultipleEnterprise Agreement 2011-2015 |

Key Responsibilities

1. PERSONAL & PROFESSIONAL DEVELOPMENT

Demonstrated experience and understanding of the need for continuation of both personal & professional development.

- Continually develop both personally and professionally to meet the changing needs of your position, career and organisation.
- Have a sound knowledge of relevant organisational policies and procedures as well as program work practices.
- Attend all relevant training sessions provided by the organisation and be actively involved in other training and development as required.
- Actively participate in the organisation's Performance Management System.

2. COMMUNICATIONS & ORGANISATION CULTURE

Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients.

- Act in a professional manner at all times when dealing with internal & external clients.
- Positively promote the organisation both internally & externally.
- Be prompt and provide courteous service to clients, colleagues and the broader community.
- Maintain confidentiality on all issues relating to the organisation, the clients & fellow colleagues.
- Treat all clients with respect whilst being responsive to their needs.
- Observe and comply with the organisation's code of conduct.

3. ADMINISTRATION & DOCUMENTATION

Through the use of the organisational processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Ensure the development, implementation and maintenance of policies, procedures and work practices that support the efficient operation of the organisation.
- Ensure that all documentation is accurate and completed in a professional and timely manner.
- Input statistical data using relevant data bases to meet agreed timelines.
- Comply with OH& S and other relevant legislation.
- Other duties as required

4. TECHNICAL SKILLS & APPLICATION.

Demonstrated knowledge and application of the skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Perform all aspects of receptionist duties to current and potential clients, service providers and staff, using personal, telephone and electronic methods
- Ability to prioritise work where there are frequent and varied demands
- Ability to self manage and take accountability for own work.
- Manage client appointments for medical and allied health clinics using appropriate software and undertake Allied Health registrations

- Maintain electronic database and billing systems for medical clients (ZedMed & Trakcare)
- Provide specific administration support for medical & allied health clinics for referrals, pathology collection, results processing
- Maintain clinic room requirements such as stores and fridges.
- Perform client-related manual and electronic tasks using centralised databases including data entry.
- Participate in processing client referrals including registration, file creation and allocation to relevant worker.
- Maintain the manual client health record system including retrieval process for staff, regular archive and disposal processes
- Perform a range of administrative tasks including document production, photocopying, faxing and filing.
- Arrange the daily mail dispatch, collection and distribution

5. TEAMWORK & COMMUNICATION

Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of the Organisation.

- Be aware of, and practice according to, the organisation's objectives and values.
- Demonstrate the ability to work positively within the medical reception team to achieve agreed program goals.
- Work harmoniously with other team members to ensure that a quality service is provided to our clients.
- Demonstrate effective communication skills (both verbal & written) in dealing with clients, visitors, staff, etc.
- Work towards integrated service delivery across the agency

6. CONTINUOUS QUALITY IMPROVEMENT

Commitment to ensuring quality services are delivered to both internal & external clients through continuous improvement activities.

- Actively contribute to quality improvement initiatives and other program activities to meet the standards set by the Quality Improvement Council.
- Demonstrate ability to use initiative and skills in planning and prioritising daily activities.
- Demonstrated understanding of all relevant external legislation and internal policies and procedures that relate to this role and the organisation.