



Position Description

Position:	Medical Receptionist
Location:	Galambila Aboriginal Health Service
Pay structure:	Galambila General Enterprise Agreement 2017
Annual Salary	ADM2-3
Hours per week	38

Our Values → Respect ↔ Accountability ↔ Inclusive ↔ Compassionate ↔ Empowerment

Our Purpose → Culturally appropriate care that ensures the best possible health and wellbeing outcomes for those on Gumbaynggirr Land

Our Vision → Greater choices for our mob to improve health for all stages of life

Objectives

As the Medical Receptionist you will provide high quality culturally relevant administrative assistance to support clients access to primary health care and social and emotional wellbeing services that Galambila offers. Primary role and functions are:

- Coordinate and provide professional reception services to all staff, clients and visitors to Galambila Aboriginal Health Service; and
- Contribute to the provision of a safe, supporting, caring and nurturing environment for clients, visitors and employees

Key Areas of responsibilities

1. Provide a high quality, culturally relevant, customer service to clients and visitors.
2. Provide administrative support in the health care needs for clients including:
 - a. Provide a welcoming and friendly client service to all
 - b. create and maintain accurate and complete client records;
 - c. make appointments, provide support for appointment reminders to clients and staff, follow up clients requiring recall for all services related to Galambila clients;
 - d. prepare and manage the end to end processing for client rebate claims such as Medicare and WorkCover;
 - e. informing Doctors of letters, reports, and scripts to be written; and arranging and supporting clients with transportation needs for appointments
3. Ensure the efficient management of client's medical records by:
 - a. create, maintain and support accurate and complete client records;
 - b. Electronic data entry into patient information record systems such as prac soft, Medical Director and other software;

- c. maintaining client confidentiality; and
 - d. upholding the dignity and rights of clients, carers and families while respecting privacy and confidentiality at all times.
4. Provide general administrative and quality customer service duties in the support and management of Galambila Aboriginal Health Service Including:
 - a. greeting patients while displaying a professional, friendly, and helpful manner;
 - b. answering phones and following up general queries from clients, stakeholders and staff;
 - c. registering incoming/outgoing mail;
 - d. keeping the reception area and waiting room clean and tidy;
 - e. maintaining and ordering of stock including stationery and non-medical consumables; and
 - f. managing the weekly computer backup.
 5. Identify and raise any complaints or concerns from clients, visitors, or staff with the Team Leader or Practice Manager and assist in improving client services for the provision of a safe, supporting, caring and nurturing environment for clients, visitors and employees.
 6. Understand and be aware of relevant legislation and workplace policies and procedures as they relate to Client care such as Privacy Act and Workplace Health and Safety.

Workplace responsibilities

- Work as a team member, seeking support, guidance and direction as required;
- Attend meetings and undertake training as appropriate to the role of Medical Receptionist;
- Perform any other duties consistent with the terms of employments as may be directed or implied from time to time; and
- Participate in staff performance reviews.

Workplace Health and Safety responsibilities

- Follow defined WH&S and injury management policies and procedures;
- Take reasonable care for the safety of others in the workplace;
- Ensure organisational compliance with any requirements of the WH&S Act and other legislation with regard to health, safety and welfare in the workplace;
- Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in compliance with the WH&S Act or other legislation;
- Report all accidents or incidents which did, or could have resulted in, injury to others in the workplace or damage to property;
- Report all hazards or potential hazards;
- Be familiar with emergency evacuation procedures and participate in regular training in safety procedures; and

- Provide input into regular safety inspections for their department.

Child Protection Responsibilities

- Be familiar with and adhere to legislation in relation to Child Protection and comply with NSW Health Frontline Procedures for the Protection of Children and Young People; and
- Attend training in Child Protection as required.

Continuous Quality Improvement responsibilities

It is the responsibility of each staff member to be aware of the contents of the policy and procedures manuals and work within the principles contained therein.

Each staff members is expected to be committed to quality service and to participate in activities to enhance continuous quality improvements in the workplace.

Non Smoking Policy

Galambila provides a smoke-free work environment and promotes a no-smoking culture for staff where they are encouraged and supported not to smoke.