

Position Description



Position Identification			
Position Title:	Senior General Practice Receptionist		
HRIS Position Number:	Not applicable	Effective Date:	September 2026
Location:	All Holstep Health sites as required		
Scope of Practice:	Not applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification *For HR use only	Holstep Health Enterprise Agreement 2024-2027 Management and Administrative Officer – Grade 2		
Organisational Context			
Divisional:	Aged and Primary Care		
Reports to:	Manager – GP Clinic		
Program:	General Practice Clinics	Unit : General Practice Clinics	
Position Summary			
The Medical Receptionist Team plays an important role, being the first point of contact to the practice. All patients, carers, health professionals and others seeking access to the staff or services of the General Practice clinic approach the Medical Receptionist in the first instance. The Senior Medical Receptionist has additional skills and knowledge that enable him/her to assist the reception team in achieving excellence in their roles. The role is essential in ensuring the professional image of the practice is maintained by giving excellent service to patients, Practice Manager, and other members of the Practice team. Additionally, the incumbent will work closely with the Practice Manager to coordinate and deliver administrative activities at the clinic, this will include coordinating with other teams and support services and the broader clinical General practice team at Holstep Health to ensure the delivery of high quality and efficient General practice services.			
Position Accountabilities			
Responsibilities	Senior Medical Reception Duties: - The Medical Receptionist is available as a point of reference for information regarding the clinic. - a comprehensive knowledge of reception in a General Practice setting - an understanding of the business operations of a medical practice - a proactive, insightful approach to tasks and managing workloads - the ability to inspire trust, be empathetic and approachable - ensures tasks are completed accurately and in a timely manner - Support and undertake quality improvements activities, including accreditation processes - Manage recruitment for registrars through RACGP - Extract financial reports and generate GPs invoices, follow up outstanding accounts		



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	• Responsible for supporting My Medicare registration of patients at the clinic. • Supports and undertakes activities to ensure integrity of data in Client Management System (Medical Software and Hotdoc) • Support General Practice team to undertake patient recall and reminder activities when required. • Manage GP team leave arrangement in the absence of the Practice Manager Other Duties • Opening/Closure of the clinic as required • Welcomes and greets all patients and visitors • Orientates and registers patients to the GP Clinic • Answer and transfer of phone calls in a prompt, courteous and professional manner and take accurate messages when required • Schedule and book appointments, the appointment system is appropriately utilised to ensure optimum patient care. • Maintain all patients' medical records according to clinic's and Holstep Health's policy and relevant legislation. • Carry out claims and billing processes. • Provide a wide range of administrative support to the General Practice clinics. • Ensure that the waiting area is a welcoming space and reception area is kept at a professional standard. • Assist the Practice Manager with site management issues. • Other duties within the incumbent's skills and experience as directed by the Practice Manager. • Maintain skills and knowledge necessary to safely and skilfully undertake duties. • Take personal responsibility for the quality and safety of work performed • Attend staff meetings and other organizational meetings as required. • Contribute to a positive culture within the program and foster a multidisciplinary approach to client care.
Safety and Risk	Occupational Health & Safety (OHS) • All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with OHS Frameworks. • The incumbent must champion continuous improvement of OHS practices. Physical Inherent Requirements (PIR) • Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions • Incorporates computer-based activities, where employees are required to maintain a slight to moderate degree of



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	cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes • Sound upper limb joints, with the ability to withstand repetitive upper limb activity • May be required to occasionally lift and carry items weighing up to 10kgs Quality & Risk • Assessing, monitoring and reviewing emerging risks • Identify and analyse risk against the corporate risk appetite – understand where major areas of risk exist and ensure level of acceptable risk exposure according to corporate risk appetite • Supporting risk management framework across Holstep Health • Understand and implement accreditation standards that apply to team and organisation • Participate in quality and accreditation self-assessment(s) and support implementation of agreed improvements • Assist with the development, review and implementation of policies and procedures and support staff to understand and apply them. <i>Holstep Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, the LGBTIQ+ community and those living with a disability to join our workforce.</i>
Capabilities	All employees are expected to align their behaviours and utilise capabilities (or 'soft skills') in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within Holstep Health's Capability Matrix.
Key selection criteria	
Essential	• Experience in medical reception and/or administration support role preferably in a similar organisation. • Capacity to work collaboratively with internal and external stakeholders to achieve organisational goals. • Excellent interpersonal, written, verbal and listening communication skills. • Demonstrated High level customer service skills including capacity to communicate with visitors from diverse backgrounds and with special needs. • Ability to juggle multiple tasks, prioritise and manage time effectively. • Ability to work independently, show initiative and work productively within a team environment. • The ability to maintain a high level of professionalism and confidentiality.
Desirable	• Qualification in business administration • Knowledge of and experience in the Community Sector. • Knowledge of and experience in understanding and communicating medical terminology.



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	• Ability to speak a relevant community language. • Experience in working with people from culturally diverse communities.
Checks, Licences and Registration	• National Police check • Evidence of rights to work within Australia • Working with Children check • Current full or probationary drivers licence • Immunisation Category A • Statutory Declaration • CPR & First Aid Certificate Professional qualifications