

Employee Position Description

Position Details		
Position Title: Receptionist	Department: Mental Health, Wellbeing & Engagement	Agreement: Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026
Reports To: Team Leader, headspace	Location: Variable	
Direct Reports: NIL	Employment Status: Casual Contract	Classification: Manager and Administrative Worker Grade 1
Position Primary Purpose		
The Receptionist is a crucial role within the headspace Centres of Hawthorn, & Malvern sites. The receptionist provides quality administrative and reception support to all headspace staff, and a welcoming first point of contact to the service for young people and their families/friends seeking support. The receptionist is responsible for processing all Medicare billing for the GP and mental health clinicians, booking and rebooking client appointments, providing administrative support to staff and registering/receiving new referrals. The successful applicant will be available to provide reception coverage during staff leave and other absences. This role requires flexibility to work at headspace Hawthorn, headspace Malvern and headspace as needed.		
Decision Making Authority		Key Relationships
Decisions made independent of Manager As per AccessHC Delegation of Authority framework	Internal - headspace Hawthorn, Malvern and South Melbourne teams - AccessHC Medical reception, Mental Health, AOD and Wellbeing Connect teams - headspace Youth advisory group	External - Family and friends - headspace National and other Centres - GPs and other health professionals - Aboriginal health services - Tertiary Mental Health Services - Consortium partners - Schools, universities, Child Protection, youth services and community groups/agencies

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

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Key Accountabilities	
Focus Areas	Responsibilities
Reception & Administrative Support	• Provide a welcoming, youth-friendly and accessible reception service to young people and their friends/carers • Operate switchboard, provide information and activities and services offered by the Centre • Scheduling and changing appointments, sending SMS reminders • Processing of Medicare, HiCAPS, and cash operations • Conduct health screening prior to face-to-face appointments, where required • Process recalls and reminders for young person follow up as directed by GP • Conduct daily opening and closing procedures • Maintain neat and tidy service areas • Assist with the collection, distribution, scanning and responding to mail, faxes, email and messages • Other relevant duties as negotiated with management
Partnerships and Community Engagement	• Provide a responsive and professional reception service to support referral pathways and engagement from local stakeholders • Work cooperatively within the multidisciplinary team, partner organisations and clients/stakeholders
Professional Development and Team Participation	• Participate in team meetings and contribute feedback to proposed policies and quality of service delivered • Work as part of the Reception Team across headspace Hawthorn, headspace Malvern and headspace South Melbourne • Undertake additional training as required by organisational change and/or growth
AccessHC Values	Through actions and behaviour, demonstrate AccessHC Values of; • Equity • Collaboration • Respect • Innovation • Quality
Governance and Compliance	• Act in accordance with AccessHC's policies, procedures and code of conduct. • Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position. • Participate in mandatory training requirements to support the delivery of a safe and effective service. • Participate in team meetings and contribute feedback to proposed policies and quality of service delivered • Participate in regular operational supervision

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Key Accountabilities	
Focus Areas	Responsibilities
Workplace Health and Safety	- Act in accordance with health and safety policies and procedures at all times. - All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.
Selection Criteria	
Mandatory selection criteria items - Police Check - International Police Check (if worked overseas in the last 10 years) - Working With Children Check - NDIS Check - Driver's Licence <i>preferred</i> Key selection criteria items - Experience in delivering reception services within a community health centre, medical practice or mental health service - Experience using TrakCare and Best Practice or other electronic health records (desirable) - Experience with Medicare billing and use of EFTPOS and HICAPS - Experience in using Microsoft Office Suite essential - Previous administration experience and customer service skills essential	Attributes we value - Strong communication and interpersonal skills - Professionalism when communicating over the phone and via email - Demonstrated ability to relate to people from a diverse range of social, cultural and ethnic backgrounds - Commitment to continuous quality improvement and health promotion principles - A willingness to learn new skills - Effective time management and prioritisation skills - High Level of accuracy and attention to detail - Strong analytical and problem-solving skills - High level of cultural sensitivity and awareness - Demonstrated ability to work independently and in a team environment - Demonstrated behaviours consistent with AccessHC values
Access Health and Community (AccessHC) is a Child Safe Organisation that values inclusivity and diversity. We encourage applications from people with disabilities, those with lived experience of mental health and/or alcohol and other drugs (AOD) challenges, and those with diverse genders and sexualities. At AccessHC, our vision for reconciliation is an Australia where Aboriginal and Torres Strait Islander peoples experience equitable health and social outcomes. Our Reflect Reconciliation Action Plan (RAP) will contribute to achieving reconciliation. We will seek an understanding of and acknowledging histories and injustices, support the active expression of culture, build strong, trusting relationships, and apply culturally appropriate practices within our work. We will work in partnership with Aboriginal and Torres Strait Islander peoples to create a welcoming and safe place for everyone at our services. AccessHC acknowledges the Wurundjeri Woiwurrung people, who are the Traditional Owners of the land on which we work. We pay our respects to Wurundjeri Elders past, present, and future, and extend that respect to other Aboriginal and Torres Strait Islander people and we acknowledge that sovereignty was never ceded. As a vaccine positive organisation, we encourage COVID-19 vaccinations and we require successful applicants to undergo a Working With Children Check, a Police Check and potentially an International Check and a NDIS Check may be required dependent on the position. Employment suitability is assessed on a case-by-case basis, and a criminal history does not automatically exclude applicants from employment. All applications will be treated confidentially.	
Authorisations	

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Employee Name: Signature: _____ Date: / /	Manager Name: Signature: _____ Date: / /
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