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| **Position Description** |
| **Position Title:** | RAV -Traineeship Business Admin (Medical) Certificate III (BSB3115) |
| **Reports To:**  | Clinic Coordinator |
| **Direct Reports:**  | Nil  |
| **Award & Classification:**  | Traineeship – Aboriginal Community Controlled Health Service Award 2010 |

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| **Position Purpose**  |
| The Trainee Medical Receptionist’s primary role is to be the first contact for all patients, clients and other visitors to the clinic and to provide this service in a professional, efficient and courteous manner. Travelling throughout the geographic service area of Mamu Health Service Limited may be a requirement of this position*To summarise, it is not the intent of this position description to limit the scope or responsibilities of the role, but to highlight the most important aspects.* |

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| **Specific Duties**  | **Success Indicators**  |
| **Reception*** Assist in the operation of the telephone system professionally and effectively
* Assist in medical receptionist duties and ensure a positive patient and/or visitor experience
* Promote a positive image of the organization through quality reception and administrative services
* Work with other members of the clinical team in the provision of highest quality primary health care to the community
* Assist in the scheduling of appointments for clients and advise clients of Mamu Health Service Limited appointment system
* Assist in client triage to have urgent/emergency cases are dealt with appropriately as per Policy & Procedure manual
* Maintain reception waiting room area is tidy and that the television is available for privacy for clients
* Conduct all face to face and telephone contact with patients in a friendly, professional manner at all times
* Contribute to the efficient and effective functioning of the workplace in order to meet organizational objectives
* Assist in the planning, implementation and evaluation of group activities and Health Promotions
 | **Incoming calls are answered promptly** **All client interactions are conducted in a courteous manner****Nil client complaints****Positive feedback on client survey** **Triages appropriately as required** **Reception area is clean and tidy** **All enquires responded to in a timely manner** |
| **Administration** * Assist in maintaining the PIRS (Communicare) in accordance with the organisational requirements and client records
* Assist in the completion of all documentation and reports as required
* Ensure accurate administration of a receipting process
* Assist with patient appointment system
* Assist in Maintaining of effective storage and retrieval system for client records, correspondence, pathology results etc.
* Assist with word-processing, desktop publishing, maintain database/s and other IT services as required
* Assist with routine correspondence when required
* Ensure correct Medicare billing processes are adhered to
* Complete general administration requirements e.g. photocopying, binding, scanning, printing, filing etc.
* Provide information and culturally appropriate resources to stakeholders
* Comply with all record keeping procedures in accordance with company policies and procedures
 | **Accurate maintenance of all records and files**Accurate and current client information (including current case notes, statistics, other client records and files) maintained on the Patient Information Recall System Communicare**Accurately completes paperwork and assigned duties in a timely manner****All MHSL Human Resources Policies and Procedures adhered to at all times****Appointments are scheduled correctly** **Proactively schedules and rebooks appointments to maximise and effectively use available appointment times****Receipting is completed accurately** **Client details are accurate and up to date** **Medicare billing processes are completed accurately and on time** |

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| **General Duties**  |
| * Maintain a friendly and approachable attitude towards clients and staff
* Develop and maintain effective relationships with other Aboriginal medical services in the region, key external stakeholders and service providers
* Maintain clean and professional appearance
* Respect all equipment and property and use with care to avoid unnecessary damage
* Attend meetings, internal and external training to further develop and maintain skills, as required
* Develop and maintain good working relationships with colleagues and clients to achieve a strong team philosophy within the organisation
* Work collaboratively to exceed client expectations
* Keep work areas tidy and clean
* Participate in community events (weekends and after hours) when required
* Support health promotion programs and the planning, implementation and evaluation of group activities
* Contribute as required to maintenance of AGPAL and ISO:9001 accreditation status and reaccreditation process, where required
* Other ad hoc duties, as required
* Undertake the responsibilities of the position adhering to:
	+ Equal opportunity and anti-discrimination legislation and requirements
	+ Workplace Health and Safety (WHS) legislation and requirements
	+ Legal requirements
	+ Confidentiality agreement and client confidentiality
	+ Code of conduct
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| **Qualifications & Experience**  |
| * Ability to obtain Certificate III in Business Administration and/or Medical Receptionist
* Previous health services experience an advantage
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| **Knowledge, Skills and Personal Attributes**  |
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| * Demonstrated experience in managing time, setting priorities, planning and organising own work to achieve specific tasks and set objectives efficiently and effectively within set timeframe
* Ability to obtain an understanding of Medical Terminology or equivalent
* Demonstrated experience working with Aboriginal and/or Torres Strait Islander communities and demonstrated knowledge of Aboriginal and Torres Strait Islander cultures
* Ability to obtain experience, knowledge and skills in administrative/Medical reception roles and office management systems
* Good computer skills including proficiency with Word, Excel and Outlook
* Accuracy and attention to detail
* Displays high standard of customer service
* Ability to work in any location within Mamu Health Service’s service area when required
* Ability to comprehensively understand and abide by Mamu Health Service’s policies and procedures
* Ability to achieve and adhere to deadlines
* Well presented, enthusiastic, positive attitude, strong work ethic and willingness to learn
* Excellent interpersonal and communication skills with demonstrated ability to effectively communicate with Aboriginal and Torres Strait Islander and non- Aboriginal and Torres Strait Islander people
* A flexible approach to work with willingness and ability to demonstrate initiative and accept responsibility
* Exceptional teamwork skills and ability to work with minimal/no supervision
* Ability to follow directions
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| **Essential/Mandatory Requirements** |
| * It is a condition of employment that all staff undergo a Police Check at Mamu Health Service
* Possession of a current Queensland “C” class driver’s licence.
* Commitment to work within the principles of Aboriginal and Torres Strait Islander community control including a willingness to develop the leadership of Aboriginal and Torres Strait Islander staff.
* It is a condition of employment for the employee in this role to be, and remain vaccinated against or show immunity to all Vaccine Preventable Diseases (VPDs), or as directed by State Law or Federal Law, during their employment. VPDs include Measles, Mumps, Rubella (MMR), Varicella (chicken pox) and Pertussis (whooping cough), Hepatitis A, Hepatitis B and Covid-19.
* Current Working with Children Check “Blue Card” or ability to obtain prior to start date, via <https://my.bluecard.qld.gov.au/login>
* Current First Aid Certificate or ability to obtain
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| **Approved by:**  |  | **Date:**  |  |
| I have read the above Position Description and understand and accept the role requirements for the position of Trainee Medical Receptionist. |
| **Incumbent Signature:**  |  | **Date:**  |  |
| *Note: The above information on this position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.* |