



## POSITION DESCRIPTION

### Medical Receptionist

Job Title	Medical Receptionist
Reports to	Clinical Manager
Date Reviewed	April 2021
Direct Reports	Nil

#### Position Objective

The role of Medical Receptionist is to support optimal access to services through the provision of client assessment upon arrival to determine priority according to the triage policy, provision of information to customers and visitors, the delivery of administrative services and support and the ongoing support of a safe and friendly environment.

## 1. Position Responsibilities

Key Result Area (KRA)	Key Performance Indicators (KPI)	Measures
Medical Reception	<ul style="list-style-type: none"> <li>• Provide a welcoming and safe environment for all clients and visitors;</li> <li>• Ensure that clients are provided with a high level of service by reception staff;</li> <li>• Monitor clients and visitors in the waiting area to ensure their needs are met;</li> <li>• Manage the client wait list efficiently and consistently with triaging policies;</li> <li>• Assist with the specialist and allied health service bookings as required;</li> <li>• Update patient biographic, emergency contacts, Medicare and other relevant details on a regular basis;</li> <li>• Manage and direct telephone enquiries efficiently and appropriately;</li> <li>• Manage follow-up appointments under the direction of clinical staff;</li> <li>• Ensure that the reception area of the clinic is tidy at all times and seats, toys and books in the reception and waiting areas are cleaned daily and as required;</li> <li>• Ensure transport slips are completed, and cards are given to clients as needed.</li> </ul>	<ul style="list-style-type: none"> <li>• Nil substantiated complaints regarding service received or reception environment;</li> <li>• Nil breaches of triaging policies;</li> <li>• Specialist/Allied Health bookings are accurate and completed as requested;</li> <li>• Patient information in Communicare is up to date and accurate;</li> <li>• Telephone enquires directed appropriately;</li> <li>• Follow up appointments appropriately actioned as requested by Clinical staff;</li> <li>• Reception area is tidy at all times;</li> <li>• Items within reception area (seats/toys/books) are cleaned daily or as required;</li> <li>• Transport organised for clients in a timely manner;</li> <li>• Transport slips evenly distributed to Transport Drivers.</li> </ul>
Administrative Duties	<ul style="list-style-type: none"> <li>• Ensure that filing is performed accurately and promptly;</li> <li>• Archive client files consistent with the policies of the organisation;</li> </ul>	<ul style="list-style-type: none"> <li>• Filing is up to date;</li> <li>• Nil breaches of archiving policies;</li> <li>• Documents scanned correctly;</li> <li>• Scanning is up to date.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure accurate scanning of medical documentation;</li> <li>• Ensure that all communications are dealt with professionally and consistent with policies and procedures;</li> <li>• Manage patient requests for medical records "transfer in" or "transfer out" consistent with policies;</li> <li>• Attend to administrative duties in a timely and professional manner as assigned by Management.</li> </ul>	
Professional Responsibilities	<ul style="list-style-type: none"> <li>• Work in collaboration with the Senior Medical Receptionist, Clinical Manager and Clinical Coordinator on all relevant issues;</li> <li>• Maintain the highest standards of professional conduct;</li> <li>• Participate in and contribute to the successful outcomes of the organisation;</li> <li>• Participate in research activities within the services as required;</li> <li>• Participate in team meetings and all-of-service staff meetings as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Effective relationship between Senior Medical Receptionist, Clinical Manager and Clinical Coordinator, no substantiated complaints;</li> <li>• Behaviour is consistent with the values and behaviours in all interactions with stakeholders;</li> <li>• Attendance at all team meetings the trainee is available for attend.</li> <li>•</li> </ul>
Commitment to Values and Behaviours	<ul style="list-style-type: none"> <li>• <b>Respect:</b> We treat everyone with courtesy and have regard for their dignity;</li> <li>• <b>Integrity:</b> We always act with honesty and are accountable for our actions.</li> <li>• <b>Leadership:</b> We display and model positive influence towards others.</li> <li>• <b>Innovation:</b> We encourage new and better ways of doing things.</li> <li>• <b>Customer Focus:</b> Our Stakeholders are at the core of everything we do.</li> </ul>	<ul style="list-style-type: none"> <li>• Positive feedback regarding demonstration of values and behaviours;</li> <li>• Nil negative feedback regarding failure to demonstrate values.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Teamwork:</b> We develop relationships which enable us to help one another</li> </ul>	
Quality Improvement Activities	<ul style="list-style-type: none"> <li>• Take a leadership role in continual quality improvement in the delivery of client services;</li> <li>• Ensure all standards are maintained consistent with evidence based best practice standards as applicable to the role.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of reviewing and improving client services;</li> <li>• 100% compliance with practice standards where applicable.</li> </ul>
Infection Control	<ul style="list-style-type: none"> <li>• Maintain infection control principles, policies and procedures at all times and demonstrate leadership in infection control.</li> </ul>	<ul style="list-style-type: none"> <li>• Nil breaches of Infection Control policies and procedures.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>• Ensures compliance with health and safety policies and procedures which reduces risk, employee incidents and injuries.</li> </ul>	<ul style="list-style-type: none"> <li>• Nil breaches of Health and Safety Policies and procedures.</li> </ul>
Other Duties	<ul style="list-style-type: none"> <li>• Other duties as requested by Line or Senior Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Other duties completed in a timely manner.</li> </ul>

## **Selection Criteria/Work Related Requirements**

### **ESSENTIAL**

- Excellent verbal communication skills;
- Excellent written communication skills;
- Good interpersonal skills;
- Excellent computer skills with the ability to learn the software used by the service;
- Current First Aid Certificate, or willingness to obtain one;
- National Police Clearance, or willingness to obtain one;
- Valid Western Australia Working with Children Check Card, or willingness to obtain one;
- Aboriginality is essential for this position as per the Equal Opportunity Act 1984.

### **DESIRABLE**

- Previous reception experience;

- Certificates or qualifications in Business or Administration;
- Previous experience working in an Aboriginal Community Control Health Service.

<b>Employee Name:</b>		<b>Senior Manager Name:</b>	
<b>Employee Signature:</b>		<b>Senior Manager Signature:</b>	
<b>Date:</b>		<b>Date:</b>	