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<b>POSITION TITLE:</b>	<b>Receptionist – Medical Clinic</b>
<b>RESPONSIBLE TO:</b>	Manager Medical Clinic
<b>DEPARTMENT:</b>	Medical Clinic
<b>AWARD:</b>	Health and Allied Services
<b>CLASSIFICATION:</b>	As per Award
<b>REPORTS TO:</b>	Team Leader – Medical Clinic
<b>CONTRACT:</b>	As per employment contract

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### **POSITION STATEMENT**

The position aims to positively and effectively provide receptionist services to customers, visitors and staff of Orbost Medical Clinic.

### **RESPONSIBILITIES AND KEY PERFORMANCE INDICATORS (Outcomes)**

#### Reception

- Answer phone
- Patient Bookings

#### Filing

- Retrieve and restore
- Filing results – scanning

#### Billing and Receipting

- Private Medicare patients, Outpatients, Waratah Lodge and Lochiel House, Ambulatory Procedures
- Private acute patients, Home visits, Transport Accident Commission, Workcover, Casualty

#### Banking

- Reconcile cash and payments
- Health Insurance Commission online

#### Mail

- Collect, sort and distribute mail as required

#### Cleaning

- Tidy up consult rooms
- Clean up spills

#### Administration

- Participation in the Clinic quality review program and assisting with development of standards and procedures for Orbost Medical Clinic.
- Attendance at Bi Monthly Clinic Staff meetings.
- Participation in performance planning and review and identifying training and support needs.

## QUALIFICATIONS

Previous medical reception experience is desirable

## KNOWLEDGE, SKILLS and ATTRIBUTES

- Highly developed communication skills, both written and verbal
  - Proven ability to work under pressure and prioritise workload
  - Ability to work within a team orientated organisation
  - Dedication to customer service and quality management
  - Excellent time management skills
  - Strong understanding of privacy and confidentiality
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## HUMAN RESOURCES

- Employees must comply with and demonstrate the Organisational Behavioural Values  
**Respect, Integrity, Compassion, Excellence, Community**
  - All employees of Orbest Regional Health are required to participate in an annual Performance review and planning process, ensuring all documentation is provided for the personnel file.
  - Participate in the annual review and planning process, completing an annual performance review which is in line with the strategic objectives of Orbest Regional Health
  - During the annual performance review discussion review the annual information updates as listed in attachment 2.
  - All employees will undertake an organisational orientation induction program and complete training requirements relevant to position, including mandatory training as listed in attachment 1.
  - On an annual basis complete mandatory training as per attachment 1.
  - ORH promotes the safety and wellbeing of all children and particularly those from culturally and/or linguistically diverse backgrounds. Working with children checks are required for staff who work with children under 16, and understanding of implementation of safe practices with children including mandatory reporting of child abuse is a requirement of ongoing employment.
- .....

## ADMINISTRATION

- Be conversant with Orbest Regional Health policies and procedures and be able to demonstrate how to access relevant policies and procedures using the PROMPT system
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## OCCUPATIONAL HEALTH AND SAFETY

- Ensure that work practices are carried out in accordance to the Occupational Health and Safety policies, and the operational policies and procedures of the organisation.
- Ensure daily tasks are carried out in such manner that minimises risks to patients/residents, other staff members and visitors.

- Are confidently able to complete a Riskman incident report and report any safety issues immediately to the supervisor and/or Safety Representative.
- Ensure that infection control guidelines and requirements are known and incorporated into daily work activities.

## QUALITY AND SAFETY

- Demonstrate a commitment to the delivery of quality services.
- Demonstrate a focus on partnering with consumers in the planning, delivery and evaluation of services and care, by actively seeking feedback and engaging consumers in their care planning as appropriate to employee role.
- Ensure all Multi Purpose Service activities are in accordance with the
  - National Safety and Quality Health Service Standards (organisation wide)
  - Community Care Common Standards (Home and Community Care)
  - Department of Human Services Standards (Disability and Homelessness Support)
  - Royal Australian College of General Practitioners Standards (Medical Clinic);
  - Diagnostic Imaging Standards (Radiology).
- Actively participate in the Orbest Regional Health quality program and accreditation processes against the above standards.
- Are confidently able to complete a RiskmanQ quality activity.
- Be able to identify risks and follow the Orbest Regional Health Risk Management Policy and procedure.
- Have processes to monitor and evaluate the performance of the services provided by the work area.
- Be aware of Orbest Regional Health's approach to quality and safety that includes: Risk management, Clinical governance, Patient centred care and Consumer rights and responsibilities, Diversity, Workplace Health, Safety & Wellbeing, Performance reporting and Monitoring, Partnering with Consumers, Quality Improvement and Open Disclosure. Refer Staff Guides located in Prompt.

## AUTHORITY AND CONDITIONS

- All employees of Orbest Regional Health must sign a Confidentiality Statement. This is to ensure that employees shall not at any time, either during the period of employment, or at its completion, divulge either directly or indirectly to any person, confidential knowledge or information acquired during the course of this employment.
- All employees of Orbest Regional Health are required to recognise consumer rights and operate within the Charter of Human Rights.
- Adhere to the level of authority under the Organisation Instrument of Delegation.
- This position carries a Level      NA      under the Instrument of Delegation.

I have read, understood and accepted this Position Description.

.....  
**(Employee Name)**

.....  
**Executive Title**

.....  
**Signature**

.....  
**Signature**

.....  
**Date**

.....  
**Date**

*Orbost Regional Health reserves the right to review and amend this document at its discretion.*

## ***KEY SELECTION CRITERIA***

### **Essential Criteria**

- Highly developed communication skills, both written and verbal
- Proven ability to work under pressure and prioritise workload
- Ability to work within a team orientated organisation
- Dedication to customer service and quality management
- Excellent time management skills
- Current Police check

### **Desirable Criteria**

- Experience working in a medical clinic reception environment
- Ability to operate relevant computer software, including Medical Director.
- Leadership skills

**Orbost Regional Position Description - Attachment 1**  
**Organisation wide – Mandatory Training**

Focus area	Frequency	Classification	Staff	Training Type	Committee Responsible
<b>Emergency Response</b>	Orientation & Annual	Mandatory	All ORH Staff	Online training	Emergency Preparedness & Resilience
<b>Manual Handling</b>	Orientation & Annual	Mandatory	All ORH Staff	Online training	OH&S
<b>No Lift</b>	Orientation & Annual	Mandatory	Nursing Staff	Online training and practical assessment	OH&S
<b>Hand Hygiene</b>	Orientation & Annual	Mandatory	All ORH Staff	Online training	Infection Control
<b>Basic Life Support</b>	Orientation & Annual	Mandatory	All Nursing Staff Medical Staff	Self-directed learning package- clinical skills practical assessment	Clinical Standards
<b>Medication Administration General Adult &amp; IV competency</b>	Orientation & Annual	Mandatory	All Nursing staff (including medication endorsed ENs).	Online training	Clinical standards
<b>Falls Prevention</b>	Orientation & Annual	Mandatory	All nursing staff	Online training	Clinical Standards
<b>Neonatal Resuscitation</b>	Orientation & Annual	Mandatory	All Midwives	Online training	Clinical Standards
<b>Advanced Life Support</b>	Orientation & Annual	Mandatory	All ALS responders – grade 5/ ANUMs	Self-directed learning package- clinical skills practical assessment	Clinical Standards
<b>Triage</b>	Orientation & Annual	Mandatory	Grade 5 / ANUM	Online Training	Clinical Standards
<b>Blood Safe</b>	Orientation & Annual	Mandatory	All Nursing Staff	Online Training	Clinical Standards
<b>Aseptic Technique</b>	Orientation & Annual	Mandatory	All Nursing & Medical Staff	Online Training	Infection Control
<b>Bullying and Harassment</b>	Orientation & Annual	Mandatory	All ORH Staff	Online Training	People and Culture
<b>Risk Management</b>	Orientation & Annual	Mandatory	Managers	Online Training	OH&S
<b>Occupational Violence</b>	Orientation & Annual	Mandatory	All ORH Staff	Online Training	OH&S
<b>OHS</b>	Orientation & Annual	Mandatory	All ORH Staff	Online Training	OH&S
<b>Cybersecurity training for health services</b>	Orientation & Annual	Mandatory	All ORH Staff	Online Training	MPS Managers

**Orbost Regional Health Position Description – Attachment 2**  
**Organisation wide – Orientation & Annual Information Update**

Focus area	Frequency	Classification	Staff	Training Type
<b>Occupational Health &amp; Safety</b>	Orientation & Annual	Info Update	All ORH Staff	Manager Discussion
<b>People &amp; culture</b>	Orientation & Annual	Info Update	All ORH Staff	Workshop
<b>Diversity</b>	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
<b>Clinical Governance</b>	Orientation & annual	Info Update	All ORH staff	Manager Discussion
<b>Resource Management</b>	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
<b>Risk Management</b>	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
<b>Quality Improvement</b>	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
<b>Partnering with Consumers</b>	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
<b>Performance Reporting and Monitoring</b>	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
<b>Patient Rights &amp; Responsibilities</b>	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
<b>Emergency management &amp; Business Continuity</b>	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
<b>Review &amp; Planning Process</b>	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
<b>Environmental sustainability</b>	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion