



Position Description

Position Title:	Receptionist	Approval Date:	Feb 2023
Authorised By:	CEO	Review Date:	Feb 2024

Our Vision People in our communities enjoy better and longer lives

Our Role We work in partnership with other health and wellbeing services to enhance the health of our communities in Whitehorse and Nillumbik by meeting additional needs that no one else does in the segments we service, whilst prioritising access for those who need it most and we also work with partners to address the root causes of vulnerability.

Our Key Business Segments

- Helping people with a long term physical or mental health condition to live better
- Providing services and supports to people with disability
- Helping older people stay at home longer
- Providing integrated services and supports for children and youth
- Delivering public and private dental services
- Addressing the root causes of vulnerability

Our People People aspire to work with us and contribute to our business and community. We are committed to building a culture that embodies our values and is driven by providing high quality services, supports and experiences.

POSITION OVERVIEW:

Job Purpose

The role of Receptionist is important in that the Reception Team is the ‘face’ of healthAbility and often the first contact clients will have with us.

The purpose of this role is to provide excellent customer service and administration expertise to clients, customers and staff while promoting the values and strategic direction of the organisation.

Duties and Responsibilities

- Provide front of house interaction between community, clients, healthAbility staff, staff of co-located services and board members without prejudice, to ensure

	<p>welcoming and respectful interactions.</p> <ul style="list-style-type: none"> ● Promptly respond to all public inquiries to ensure provision of accurate information regarding healthAbility Health programs. This will include direct provision of information to the clients or referral to the appropriate team or to the relevant staff member. ● Scheduling and rescheduling of appointments. ● Answering telephone enquiries. ● Create and maintain client files in accordance with quality standards and organisational procedures. ● Processing and receipting of client payments through MBS, Private health and general payments via Hicaps. ● Sending client SMS reminders & confirmation of appointments. ● General reception and administration tasks (incl. stationery ordering & postage). ● Attending to staff enquiries where appropriate. ● End of day bank reconciliation. ● Working with the Finance Team to correct banking and payment processing errors. ● Processing of EPC, (Enhanced Primary Care Plan) referrals. ● Processing of Mental Health Care Plan referrals. ● Stock control and inventory for needle and syringe program at Eltham ● Responding to Helpdesk emails. ● Assisting oral health clients, when the oral health reception team is busy, with booking appointments either by phone or in person, client appointment attendance and payment processing.
<p>Qualifications</p>	<ul style="list-style-type: none"> ● Relevant administration qualification highly regarded.
<p>Key Selection Criteria (<i>Skills, Experience and Qualifications required</i>)</p>	
<p>Mandatory</p>	<ul style="list-style-type: none"> ● Demonstrated exceptional customer service skills and a friendly and bright demeanour. ● Highly developed interpersonal and communication skills including the ability to expertly handle difficult situations. ● Demonstrated experience in a front desk and administration role, which involves constant customer contact both face to face and on the phone, including experience using a busy switchboard. ● Proven ability to work effectively as part of a team. ● Excellent communication skills and demonstrated

	<p>ability to work on own initiative.</p> <ul style="list-style-type: none"> • Computer literacy and familiarity with appointment booking software systems. • Demonstrated high level organisational and time management expertise including the ability to effectively juggle multiple tasks. • Awareness of and willingness to respond to the needs of clients from socially, culturally, and/or linguistically diverse backgrounds without prejudice. 					
Desirable	<ul style="list-style-type: none"> • Current drivers' licence. • Minimum of three years Administrative/Reception experience. • Experience or understanding of the public health system. • Certificate III Health Administration • Second Language desirable. • Knowledge of medical/dental terminology. • Knowledge of Trakcare and or Titanium. 					
KPIs/Performance Goals	<ul style="list-style-type: none"> • Work effectively as part of a team at all times. • Responding to telephone email messages within two hours. • Responding promptly and efficiently in a friendly and welcoming manner to all clients presenting either in person or over the phone. • Flexibility and adaptability to daily work and rostering requirements at all times. • Ensure that services are provided in a manner that is respectful of the languages, cultural beliefs and practices of our clients. • Participate in programs, meetings and activities that contribute to the ongoing improvement of healthAbility as negotiated with line manager. 					
Service/Program	Clinical, Community & Oral Health Services					
Reports <i>(Insert the title of the person this role reports to and the titles of any direct reports)</i>	<table border="1"> <thead> <tr> <th>Job reports to</th> <th>Direct reports</th> </tr> </thead> <tbody> <tr> <td>Senior Receptionist</td> <td></td> </tr> </tbody> </table>	Job reports to	Direct reports	Senior Receptionist		
Job reports to	Direct reports					
Senior Receptionist						
Award/EBA	Health and Allied Services Managers and Administrative Officers Multiple EA 2018-2022					
Classification	Grade dependant on experience.					

<i>(Insert the relevant classification)</i>	
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Requirements:

- A Police Record Check is required for all roles
- A Working with Children Check, other credentials and role specific requirements (such as NDIS) and checks will be required in accordance with government funding requirements and legislation.
- All employees must provide 4 forms of identification upon commencement.
- All employees must be permanent residents of Australia or hold a current, valid visa.
- A current Victorian Driver's Licence (where driving is a component of the role)
- A probationary period of 6 months applies unless otherwise stipulated.
- All employees must abide by the organisations Policies & Procedures.
- All employees may be required to work across any of the organisations sites.
- All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct.
- All healthAbility employees are required to complete the level of MARAM training relevant to their role to appropriately and effectively identify, assess and manage family violence risk. The Framework has been established in law under a new Part 11 of the Family Violence Protection Act 2008.

MANAGER DECLARATION

This role reports to me and I confirm I have read and understood the Compliance Checks Procedure and that in addition to the Police Check requirements, the following requirements are required as part of ongoing employment to this role:

WWCC	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
NDIS	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Statutory Declaration	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Credentials/Registration	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>

Other _____

EMPLOYEE DECLARATION

- I acknowledge that I have read and understood the requirements of the position as detailed above.
- Do you have any pre-existing injuries or conditions that could reasonably be expected to be affected by the nature of the proposed employment?

Pre-existing injury/condition? Yes No

If yes, please provide details:

Failure to make such a disclosure, or the making of a false disclosure, will result in Sections 82(8) of The Accident Compensation Act 1985 applying. Section 82(8) of the Act provides that where a recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing injury or disease arises out of or in the course or due to the nature of employment with a company, it will not entitle the worker to compensation.

The disclosure of information on a pre-existing injury or disease will not impact on the recruitment process in any way. Nillumbik Community Health Service Ltd is an Equal Opportunity Employer.

Signed (employee): _____

Date: _____