



Position Title:	Medical Receptionist
Supervisor:	Clinic Manager / Clinic Team Leader / Clinic Coordinator
Classification and Salary:	ADMIN 3.1 – 3.4 Base Salary: \$64,139 - \$68,817 Total Salary: \$71,527 - \$76,744 <i>(Note: Total salary includes leave loading and superannuation)</i>
Staff	Direct Supervision: 0 Indirect Supervision: 0
Location	Various Clinic Locations
Date Reviewed	March 2016

SUMMARY OF POSITION:

The Medical Receptionist will provide high quality reception and administrative support to the clients and medical staff of Danila Dilba Health Service.

OVERVIEW OF DANILA DILBA HEALTH SERVICE (DDHS) AND THE WORK ENVIRONMENT

Background

Established in 1991, Danila Dilba Health Service (DDHS) is a community-controlled organisation providing comprehensive primary health care services to Biluru communities in the Yilli Rreung (Greater Darwin) Region of the Northern Territory.

The mission of DDHS is to improve the physical, mental, spiritual, cultural and social wellbeing of its clients through innovative comprehensive primary health care programs that are based on the principles of equity, access, empowerment, community self-determination and inter-sectoral collaboration.

PRIMARY RESPONSIBILITIES:

Secretarial and administrative support

Provide receptionist duties to clients presenting to Danila Dilba Health Service clinics
Provide administrative support duties for all health practitioners within the clinics, including faxing, filing, photocopying, scanning and taking messages
Coordinate client appointments including booking, confirming, cancelling, rescheduling as required
Coordinate booking recall list as delegated; and review and action relevant recalls
Undertake SMS contacts
Monitor and follow up on missed call report
Monitor pathology pick ups
Coordinate transport pick ups
Undertake Medicare processes as required
Undertake PIPs/My e-Health Record sign ups
Monitor stationery/stock and order as per established procedures
Other administrative duties as directed

Information Management

Ensure the accurate and efficient collecting, recording and updating of patient biographics in the patient information database on every occasion
Report against relevant KPIs as requested

Strategic Management

Awareness and understanding of DDHS strategic plan

Contribute in developing and implementing strategies to meeting goals set in the provision of comprehensive primary health care to the Indigenous people of the Greater Darwin Area

Human Resources Management

Mentor, educate and orientate other medical receptionists as required

Assist and support the induction of new or trainee staff members

Participate in cross-cultural education as well as assist and participate in staff orientations

Participate in an annual performance review

Participate in relevant training and professional development activities to further enhance skills and knowledge required for the position

Communication and Teamwork

Conduct all telephone and face to face contact with patients in a professional, friendly and helpful manner

Maintain a positive work environment along with harmonious and cooperative relationships with fellow employees, management and clients

Ensure all interactions with clients and staff show appropriate responses to their needs and demonstrate the application of DDHS' code of conduct

Be responsible to maintaining your own professional work ethics and participate in staff meetings

Any other duties reasonably required by your direct supervisor, and which are within your capabilities of performing

Safe Practice and Environment

Maintain office-based infection control standards

Proactively address WH&S hazards, incidents and injuries

Regularly monitor and review practices and the work environment to ensure a healthy and safe workplace in accordance with DDHS policies and procedures and legislative requirements

Ensure the requirements of equal opportunity and workplace health and safety legislation are met

Quality

Identify and make recommendations on opportunities to improve processes, quality and service delivery outcomes

Implement and follow the DDHS incident and complaint investigation policies to ensure feedback drives service delivery improvements

SELECTION CRITERIA:**Essential:**

1. Certificate III in Business Administration (Medical) or similar
2. Demonstrated recent experience as a Medical Receptionist
3. The ability to interact with a variety of practitioners, internal and external
4. Understanding of the Medicare Benefits schedule
5. Demonstrated awareness of and sensitivity to Aboriginal culture and history
6. Proven experience in Windows based systems (Word, Excel), and experience using a patient information database
7. The ability to work in a busy environment and manage multiple tasks with minimal supervision
8. Proven good oral and written communication skills with the ability to liaise with people from a wide range of cultural and social backgrounds

Desirable:

1. Demonstrated understanding of the social issues that impact on Indigenous people
2. Experience in working in an Aboriginal Community controlled Health Service or similar complex environment
3. Understanding or experience in general practice accreditation and standards

Appointment Factors: (Appointment is subject to)

1. Willing to undergo a Police Check
2. Ability to obtain a Working with Children Clearance (Ochre Card)
3. Current driver's licence
4. Current First Aid Certificate or the preparedness to gain one

Approved:

DCEO
Rodger Williams
Danila Dilba Health Service

Reviewed by:	General Manager(s), Clinic	March 2016
Review due by:	General Manager(s), Clinic	March 2018
Approved by:	Chief Operating Officer	July 2017