

### Summary

Position Title	Receptionist – Administration Support
Employer	Hepburn Primary Health Care Pty Ltd
Classification	Level 2 (Health Professionals and Support Services Award 2010)
Salary	above award at \$22.68 (award rate as at 1 July 2020 \$21.96 per hour)
Incumbent	Unknown
Reporting to	Reception Coordinator
Direct Reports	Not applicable
Employment status	Casual
Shifts	Shift times to be advised by supervisor(s) in advance. These may vary by mutual agreement due to operational requirements.
Location	All Springs Medical clinics, currently including Daylesford, Kyneton, and Trentham

### Our Organisation

Springs Medical is a privately owned organisation governed by a board of GP Associate Directors operating from sites in Daylesford, Kyneton and Trentham.

We employ and subcontract over seventy personnel on a day to day basis across GPs and GP Registrars, practice nurses, medical specialists, students, allied health professionals and administrative staff. We deliver over 75,000 occasions of patient care per year.

- 10 Hospital Street  
Daylesford 3460  
t: 03 5348 2227  
f: 03 5348 1447

- 22 Victoria Street  
Trentham 3458  
t: 03 5424 1602  
f: 03 5424 1851

- 89B Piper Street  
Kyneton 3444  
t: 03 5422 1298  
f: 03 5422 1307

### Our Vision

To achieve the optimum health of our community

### Our Mission

To improve the health of the rural communities of Daylesford, Hepburn Springs, Kyneton, Trentham, and surrounding districts through comprehensive and sustainable primary health care by:

- Leading, engaging and collaborating with our community;
- Providing timely access to primary health care services including general medical practice, acute care and after hours services;
- Having a systematic approach to health promotion, disease prevention and chronic disease management;
- Providing a multidisciplinary team approach;
- Embracing education for the current and future needs of our communities.

### Our Values

Reflect our purpose in delivering excellence in primary health care services and our commitment in meeting the complex health needs of our rural communities now and into the future including:

- Patient focused care: demonstrated excellence in patient care with a focus on accessible, adaptable and flexible service delivery;
- Privacy, integrity, honesty and respect: supporting and maintaining the highest level of confidentiality, fairness and equity, respect for diversity and honesty at all times;
- Community engagement: consult regularly with the community and recognise community needs;
- Sustainability: be a leading example in environmental responsibility and accountability by setting achievable and measurable goals;
- Accountability: defining and accepting responsibility and delivering on our commitments through fostering good governance, avoiding conflicts of interest and being effective and efficient in our organisational operations

### Your Role

To organise appointments, maintain records and perform office & other tasks in order to ensure smooth and efficient functioning of the practice and delivery of exceptional standard of service to our patients

### Your Team

You will be required to perform reception duties at our main location – 10 Hospital Street, Daylesford. You may also be required to work at our branch locations in Kyneton and Trentham.

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#### KEY RESPONSIBILITIES:

- RECEPTION: Ensure the front desk is attended to at all times. Greet patients, record appointments & patient arrival, inform of delays. Attentively and courteously answer telephone calls within 4 rings, make appointments allocating the appropriate amount of time in accordance with Practice policy; type all messages promptly to appropriate person/s in the Zedmed task feature
- CORRESPONDENCE: Manage daily incoming and outgoing mail, email & faxes, type & file outgoing correspondence.
- RECORD KEEPING: Ensure the patient register screen in Zedmed is kept up to date (patient address, phone, Medicare card, entitlement cards etc.), enter accurate patient information for new patients to the practice in accordance with Practice policy,
- MEDICAL: Triage emergencies in accordance with Practice policy & procedures. Assist visiting consultants with management of appointments/appointment books,
- FINANCIAL: Advise patients of credit & billing policies; issue invoices & receipts; process payments; prepare banking & reconcile; maintain petty cash records; follow up bad debts.
- OHS: Consistently be aware of OHS requirements and comply with them.
- GENERAL DUTIES: Photocopying; routine cleaning & stocking tasks; ensure reception and waiting areas are clean & tidy; ordering of stationery & surgical supplies upon request.
- Ensure participation in a minimum of 3 continuing professional development sessions per year

#### KEY SELECTION CRITERIA:

- Demonstrated patient-focused approach in service provision with genuine empathy and interest in their needs.
  - Demonstrate exceptional interpersonal and communication skills
  - Undertake all duties in a diligent manner, with honesty and integrity,
  - Maintain absolute confidentiality regarding patient and practice information.
  - Demonstrate capacity to work cooperatively and independently in a team environment
  - Demonstrate ability to prioritise and organise, with attention to detail and vigilant attitude to accuracy.
  - Be always well presented, friendly, courteous and obliging. Represent the practice in a confident and positive manner at all times.
  - Training and/or experience in operation of MS Word and Excel or capacity to acquire
  - Training and/or experience in operation of email and internet
- |   |   |  |
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|---|---|--|

- Training and/or experience in operation of medical software or ability to acquire same
- Training and/or experience in operation of office equipment (phone system, fax, scanner, photocopier, shredder) or ability to acquire same
- Demonstrate commitment to ongoing professional development
- Appropriate qualification for CPR and basic first aid or ability to acquire same
- Training and/or experience in management of emergencies,
- Training and/or experience in management of handling complaints
- Training and/or experience in management of Medicare & health funds
- Training and/or experience in management of emergencies basic infection control and safe handling & disposal of medical waste

#### ADDITIONAL REQUIREMENTS:

- Availability for weekend and evening work or training as required.
- Current Victorian Driver's License and access to a private vehicle.
- Evidence of CPR Training completed within twelve months of start date

#### Risk, Accreditation and Occupational Health and Safety

- 4.1 Comply with Springs Medical O&HS policies and procedures
- 4.2 Take reasonable care for the safety of your own health and safety and that of other people who may be affected by your conduct in the workplace
- 4.3 In conjunction with Springs Medical Management coordinate and implement best practice in OH&S policy and procedures
- 4.4 Together with Springs Medical Management lead and participate in meetings, training and other occupational health and safety activities
- 4.5 Contribute to the maintenance and implementation of standard and customised risk management and occupational health and safety policies and procedures
- 4.6 Together with Springs Medical Management, contribute to the development and maintenance of effective systems, policies and procedures to ensure SM maintains RACGP Accreditation
- 4.7 In conjunction with Clinical Team Leaders maintain awareness of current and new Clinical legislation to ensure the Practice is compliant with all statutory and regulatory obligations. Ensure relevant personnel are kept informed and changes made to systems and procedures as required. Contribute to the conduct of program reviews in order to enable SM continuous quality improvements

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### Declaration:

I, \_\_\_\_\_, acknowledge that I have read and understood the Receptionist – Administration Support Position Description which forms part of my employment contract from the date of issue.

I accept that the Position Description may need amending and updating periodically due to changes in responsibilities and organisational requirements.

\_\_\_\_\_  
Employee | | Date

This Position Description is approved by

\_\_\_\_\_  
General Manager | | HR Director

\_\_\_\_\_  
Date

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