

Position Title: Dental Receptionist

Campus: All Grampian Health Dental Campuses

Directorate: Community and Aged

Department: Dental Services

Reporting to: Direct: Administrative Manager, Team Leader
Indirect: Program Director Dental

Direct Reports: NIL

Appointment Terms/Conditions:

Classification and Code: Administration Grade 1 Level 1 (HS1)

Enterprise Agreement: Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers & Administrative Officers) Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals.

Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The purpose of a dental receptionist is to support the efficient and effective delivery of dental services to Grampians Health patients. This is achieved by providing a high level of clerical and administrative support to the dental team and delivering exceptional customer service directly to our patients.

KEY ACCOUNTABILITIES

- Receive and process patient queries in person and over the phone, ensuring accurate patient details and eligibility information in Titanium® and IBA databases.
- Register new patients and update records in accordance with GH manuals and standards, ensuring availability for clinical staff.
- Manage a 33-chair appointment book, schedule, confirm, and follow up on patient appointments, triage emergency cases, and coordinate interpreters when needed.
- Process Specialist Services referrals, ensuring timely follow-up and liaising with clinicians to maintain accurate waiting lists and treatment data.
- Manage patient accounts, ensure co-payments are processed correctly, and handle cash following proper procedures.
- Maintain reception, kitchenette, and waiting areas, ensuring they are well-organized and clean.
- Prepare, distribute, and manage mail, correspondence, and photocopying as required.
- Assist with general filing and maintenance of patient records, ensuring compliance with confidentiality standards.
- Adhere to GH policies, infection control standards, and confidentiality requirements, participating in risk management and quality improvement initiatives.
- Provide professional, empathetic communication with patients, staff, and external contacts, following public dental policies and procedures.
- Provide administrative support to clinical and administrative teams as needed, ensuring smooth clinic operations.
- Perform other duties incidental to the role within the employee's skills, competence, and training.

KEY SELECTION CRITERIA

- Experience in an administrative or customer service role, ideally in a health or dental setting, with proficiency in office software (e.g., Microsoft Office, Titanium®).
- Strong communication skills, maintaining confidentiality and handling sensitive information effectively.
- High attention to detail, accuracy in managing patient records, appointments, and financial transactions.
- Ability to prioritize tasks, manage a busy schedule, and meet deadlines in a fast-paced environment.
- Commitment to providing excellent customer service with a patient-centered approach, demonstrating respect and inclusivity.
- Knowledge of public dental policies, infection control, and regulatory requirements, with a focus on continuous improvement.
- Ability to work collaboratively in a team, adapt to changing priorities, and align with GH's core values and professionalism.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.