

**Position Title:** Receptionist

**Campus:** Stawell

**Directorate:** Stawell Medical Centre

**Department:** Stawell Medical Centre

**Reporting to:** Practice Manager

### Appointment Terms/Conditions:

**Classification and Code:** HS1A

**Enterprise Agreement:** Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025

### ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at [www.grampianshealth.org.au](http://www.grampianshealth.org.au)

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

| <b>Collaboration</b>  | <b>Compassion</b>   | <b>Accountability</b>   | <b>Respect</b>  | <b>Innovation</b>  |
|---|---|---|---|--|
| <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

To work in reception at the Stawell Medical Centre, and undertake other finance or clerical roles as required.

## KEY ACCOUNTABILITIES

- Customer Service
- Medicare Claims
- Receptionist duties
- Scheduling of appointments
- Receipting
- Balancing and Banking
- High level of computer skill and knowledge
- High Level of Experience reception/clerical experience
- Excellent interpersonal and communication skills
- Initiative and maturity, time critical problem-solving skills
- Medical Terminology
- Excellent organisational skills
- Confident telephone manner

## KEY SELECTION CRITERIA

### Essential:

- Demonstrated skills in effectively communicating with a range of people including customers, suppliers, clients and staff
- Attention to detail and accuracy in booking patient/client appointments
- Excellent computer skills and experience with a variety of packages including Microsoft Office
- Attention to detail and accuracy in data entry and general administration
- Ability to manage workload and adhere to set deadlines using excellent organisational skills
- Ability to work autonomously and be self-directed, as well as contribute positively to the administration team and goals
- Ability to build positive and respectful relationships with all key stakeholders, internal and external through strong verbal and written communication
- Demonstrated skill and responsiveness in following instructions and working under supervision of a senior member of staff
- Demonstrated understanding and skill in delivering a person-centred customer service

### Desired:

- Understanding of Medicare, MBS, DVA, TAC and private health fund billing and Medicare requirements for Doctors and Specialists
- Experience using Best Practice or similar medical programs
- Medical Terminology
- Previous experience in the health industry or medical clinic

## 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.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- 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.