

POSITION DESCRIPTION

Organisation	Karratha Central Healthcare
Job Title	Clinic Receptionist
Status of Employment	Full-Time
Reports To	Customer Service Supervisor
Location	Karratha

Purpose of the Position:

The Clinic Receptionist is responsible for providing high quality reception and administration support to both external and internal clients at Karratha Central Healthcare.

In addition to delivering outstanding service as part of the reception team, the role will also undertake general administration tasks as required.

The Clinic Receptionist will undertake all duties in a caring, supportive and culturally appropriate manner, providing an exceptional standard of care to internal and external clients always.

Supervisory Responsibilities:

There are no staff supervisory responsibilities associated with this position.

Hours of Work

The Clinic Receptionist will be employed on a full-time rostered basis for 38 hours per week. Hours of work will vary between 7.00am to 7.00pm Monday to Friday.

In addition to your ordinary hours of work (defined in your employment agreement), you may be required to work reasonable additional hours that are necessary to fulfil your duties or as otherwise required.

Appointment Pre-requisites

Any offer of employment will be subject to:

- Evidence of full vaccination against COVID-19 as required under the *Health Worker (Restrictions on Access) Directions (No 2)*
- NDIS Worker Screening Check
- Evidence and verification of qualifications (if applicable)

Primary Responsibilities

The Clinic Receptionist will support the successful running of the centre by delivering consistent, quality service to clients, the clinical team, other health professionals and external stakeholders. You will respect and maintain confidentiality at all times and work collaboratively with all team members, other health professionals and external stakeholders.

Key Duties
General Reception / Client Services <ul style="list-style-type: none"> • Answer the telephone in a courteous and professional manner and respond appropriately. • Greeting all clients and visitors to the centre, ensuring that sign in and sign out procedures are adhered to. • Liaise with clients and their families in a compassionate manner and manage all requests in an efficient and courteous manner. • Manage client records in relevant medical software, including registering new clients, managing recall/review appointments and making relevant updates as required.

- Manage daily incoming and outgoing mail, email and faxes.
- Maintain filing and documentation systems.
- Assist and support Clinicians and other staff with administrative tasks and resources (typing, photocopying, laminating, etc).
- Any other administrative duties as required.

Finance

- Advise clients of credit and billing policies
- Handling of cash, EFTPOS and other payments
- Process payments for Medicare and private health funds.
- Issue invoices and receipts.
- Ensure the day to day and month end billing management is accurate and reported on as required.

Occupational Health and Safety

- Maintain a safe environment for patients by ensuring compliance with workplace Occupational Health and Safety policies and procedures and other legal requirements.
- Ensure the practice building and workspaces are conducive to a safe and practical work environment.
- Collaborate with other members of the team to maintain Occupational Health and Safety including appropriate identification and notification of action for hazards, slips, lapses, accidents and incidents.

Selection Criteria

Essential:

- Excellent oral and written communication skills.
- Display a high level of professionalism and confidentiality.
- Exceptional client service skills with a personable manner.
- Well-developed organisational skills and ability to prioritise and meet timelines and outcomes.
- Demonstrated initiative and self-motivated attitude.
- Ability to work collaboratively within a team environment.
- Competency in using the Microsoft Office suite of programs (Word, Excel, Outlook etc).
- High standard of personal presentation.
- Current Working with Children's Check and National Police Clearance or ability to quickly acquire.

Desirable:

- Previous experience with *Communicare* Health Management software.
- An understanding of medical and/or allied health clinical environments.
- Previous experience in a client facing medical or reception position.
- WA C Class Driver's Licence (or transferable equivalent).

Reviewed	January 2022
Approved	Chief Executive Officer