

JOB AND PERSON SPECIFICATION

Position Summary

Title Position	Clinic Receptionist
Classification Code	Administrative Grade 2.1
Type of Appointment	Full-time, ongoing
FTE	1
Position Number	Cost Centre: 1-008
Position Created	2010
Review Date	Reviewed 2021
Responsible To	Accountable to Practice Co-ordinator

Performance Monitoring

The incumbent is required to participate in the organisations Performance Development Review annually which will include a regular review of employee's performance against the responsibilities, performance outcome measures associated with the position and demonstration of appropriate behaviours which reflect a commitment to the Nunyara Aboriginal Health Service Inc.

Last PDR Date

Next PDR Date 3 months after appointment

Qualifications

Essential	<ul style="list-style-type: none"> • A SA Drivers Licence and willingness to drive
Special Conditions	<ul style="list-style-type: none"> • Some Intra/Interstate travel may be required necessitating overnight absences and out of hours work • Part time position • The incumbent will be required to strictly observe the confidentiality of information received and given • Successful applicant must be prepared to submit to a National Police Security Check, DCSI Working with Children Check and provide proof of COVID-19 vaccination
Award	Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020
Salary	Above award rate (at evening shift rate) of \$27.99 per hour plus 10% superannuation and ability to salary sacrifice

JOB AND PERSON SPECIFICATION APPROVAL

All excluding senior positions




Date: January 2022

**Chairperson,
Nunyara Aboriginal Health Service Inc**

**CEO
Nunyara Aboriginal Health Service**

POSITION INFORMATION DOCUMENT

Level Characteristics

This position is classified at the Admin Grade 2.1 classification by virtue of the requirements to:

- (a) This level encompasses a range of work which requires routine experience or the application of skills derived from work of a similar nature and a general knowledge of the work to be performed. This is the first level which may include a supervisory role. Staff may be required to follow and interpret rules, regulations, guidelines, instructions and procedures, and be capable of undertaking a range of duties requiring judgment, liaison and communication within the health service, with clients of the health service and with other interested parties.
- (b) Positions at this grade usually work under general direction and the work is subject to regular checks. Detailed instructions are not necessary and there is scope for staff to exercise initiative in applying established work practices and procedures.
- (c) The solution of problems may require the exercise of limited judgment, though guidance would be available in guidelines, procedures, regulations and instructions. The understanding of the information should allow decisions or policies relating to specific circumstances to be explained. Liaison within the health service, with clients of the health service, or with other interested parties may be necessary.
- (d) This is the first grade of which formal delegations may be found within the operations of the work area (e.g. examination of accounts).
- (e) Secretarial/administrative support positions may be included in this grade where this is warranted, having regard to:
 - (i) the range of knowledge and skills required;
 - (ii) the degree of independence and responsibility assumed in undertaking tasks; and
 - (iii) the degree of direction given by the supervisor.
- (f) Positions where there is a frequently recurring need to take and transcribe verbatim the proceedings of conferences or deputations are included in this grade.

It is desirable that staff at this grade have Aboriginal and/or Torres Strait Islander knowledge and cultural skills—level 1 which means:

(a) an understanding, awareness and sensitivity to Aboriginal and/or Torres Strait Islander culture and lore, kinship and skin relationships, local cultural values, the ability to conduct oneself in a culturally appropriate manner and an understanding that Aboriginal and/or Torres Strait Islander culture is not homogenous throughout Australia;

(b) where relevant, a knowledge of one or more relevant Australian Aboriginal and/or Torres Strait Islander language groups;

(c) an ability to deliver or assist in the delivery of effective and appropriate services to an Aboriginal and/or Torres Strait Islander clientele through knowledge of the relevant Australian Aboriginal and/or Torres Strait Islander community, the ability to effectively communicate with Aboriginal and/or Torres Strait Islander people, and a knowledge of cultural conventions and appropriate behaviour;



(d) an awareness of the history and role of Aboriginal and/or Torres Strait Islander organisations in the relevant region, an understanding of the organisations and their goals and the environment in which the organisations operate;

(e) the ability to function effectively at work in an Aboriginal and/or Torres Strait Islander organisation;and

(f) an understanding and/or awareness of the concepts of Aboriginal and/or Torres Strait Islander self-determination and Aboriginal and/or Torres Strait Islander identity.

Position Summary

The Clinic Receptionist is responsible to the Practice Co-ordinator of Nunyara and will undertake clerical and administrative duties relating to customer service and supporting the staff, particularly the Doctors of the service. The position will provide professional, confidential and comprehensive clinical reception services, focussing on timely and accurate completion of tasks, excellent customer service and support for Nunyara staff and within the scope of this document.

Position Characteristics

The Clinic Receptionist is responsible for a range of tasks including:

- Maintaining confidentiality and privacy of clients, staff and stakeholders at all times by continuously improving knowledge and understanding of ethical behaviours within an Aboriginal health service
- Greeting Clients, taking appointments or directing to appropriate staff member
- Triage of client needs in consultation with on-site Aboriginal Health Practitioner, Registered Nurse or GP
- Answering the phone and directing calls appropriately, taking messages, booking appointments,
- Maintaining the reception waiting and workstation areas
- Ensure safe work environment for self, clients, staff and visitors including identification and reporting of hazards and risks immediately
- Work within a multi-disciplinary team and provide support to other staff and departments as required
- Restocking and maintaining stationery supplies, receiving and sending deliverables
- Photocopying, filing, electronic filing /scanning
- Confirm Medicare Card and patient details, booking transport appointments, undertaking reminder calls, work with health professionals from multidisciplinary backgrounds

Organisation

Supervisor reports to: CEO
Supervisor's position: Practice Co-ordinator
Subject's position: Clinic Receptionist
Staff Supervised: Nil

Other positions within the Organisation

CEO
Practice Manager
Admin and Finance Co-ordinator
Reception and Admin Officers
Transport Officers
Tackling Smoking Officer
ICT Network Manager
IT Support Officers
NDIS Support Workers
Visiting specialists & Health Professionals including:
- Respiratory Nurse - Diabetes Educator – Dietician – Podiatrist – Optometrist – ENT –
Audiology – Endocrinologist - Paediatrician
Clinical Co-ordinator
Aboriginal Health Practitioners
Aboriginal Health Workers
Chronic Care Coordinator
Visiting Specialist and Patient Journey Coordinator
General Practitioners
Registered Nurses
Special Projects Coordinator

SCOPE OF WORK

1. **Teamwork and communication:**

- Effective promotion of the role to other health professionals, clients and community
- Promotion of other services offered by Nunyara
- Maintain positive working relationships with other team members and visiting professionals
- Contribute to various committees and meetings on an organisational level
- Demonstrate the ability for problem solving and communicating with people from a diverse range of backgrounds
- Delivery of culturally sensitive services for Aboriginal people through developing and maintaining close working relationships
- Contribute to the development of team goals
- Discuss and positively contribute to resolving conflict in the workplace
- Must have a good understanding of and be proficient in written & spoken English

2. **Documentation and administration:**

- Ensure that all documentation is accurate and completed in a professional and timely manner with regard to client privacy, security of client records and confidentiality
- Maintain appropriate client records and observe principles of client confidentiality
- Demonstrate an ability to identify & report all health & safety risks, accidents, injuries, property damage and mishaps at the workplace utilising appropriate procedures
- Ensuring accurate time sheets are completed and submitted
- Ensure work schedule is accurately maintained
- Contribute to the development and maintenance of the policy and procedure manual for the position
- Assist with the security of the building, namely: building security, case notes, vehicle keys, mobile phones, and public amenities

3. **Quality improvement** - Demonstrate commitment to continuous quality improvement through the following:

- Contribute to the development of the Team by active participation in ongoing programs and quality improvement activities
- Participation in appropriate educational opportunities to enhance the skills required for the position and completion of all required mandatory training
- Participate in and contribute to occupational health safety & welfare activities to ensure a safe work environment for clients, staff and visitors
- Identifying and reporting all health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace

4. **Personal and professional development**

- Developing necessary knowledge and competencies through education / staff development / instruction, demonstrating appropriate progress requirements of education course(s).
- Practicing within own area of competence and qualification
- Developing and maintaining personal knowledge and competencies by participating in a range of performance appraisal and development activities
- Attend staff meetings and in-service programs
- Have an ability to work without direct supervision & to adopt a flexible approach to work routines
- Maintaining knowledge and skills relevant to the position through participation in and contribution to the facility staff development program. This includes attending mandatory training (i.e. First Aid Certificate, orientation to the organisation; OHS&W; basic life support; Manual Handling and fire training)
- informing the Manager when tasks or responsibilities are outside competency;

5. **Customer service:**

Act in a professional manner at all times when dealing with internal & external clients and agencies by:

- Maintaining confidentiality and privacy at all times, whilst respecting the clients values & wishes unless over-ridden by mandatory reporting obligations
- Respecting the values and wishes of clients and encourage consumer participation in decisions that effect them
- Actively work to promote the organisation and colleagues in a positive manner at all times both internally and externally
- Promoting positive and harmonious relationships between clients, relatives and staff
- Promote services that are culturally appropriate to the consumer
- Being responsive to telephone inquiries which includes the identification of self and facility / department
- Be aware of and respecting the need of colleagues
- Maintain a courteous, efficient & effective customer service both in person and by telephone
- Contributing towards two way understanding of a need to balance Aboriginal cultural requirements & Health Service needs by acting as a cultural broker between Aboriginal people & other health staff

6. **Participates as an effective member of the Nunyara team by:**

- using and promoting effective communication and interpersonal skills
- Participating in team meetings, staff meetings, and other health service meetings and committees as required
- utilising appropriate resources effectively and efficiently
- Providing support to other staff members as requested
- Providing various client related tasks as appropriate and directed



GENERAL

Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination by:

- Complying with workplace policies and procedures
- Participating in all activities associated with the management of workplace health and safety including correctly utilising appropriate personal protective equipment and Identifying and reporting all health and safety risks, accidents, incidents, injuries, property damage and near misses in the workplace
- Comply with and have a working knowledge and understanding of Infection Control policies and procedures
- Promoting awareness and compliance with Equal Employment Opportunity principles
- Regularly participate in personal performance development reviews
- Comply with the Principles of the Code of Fair Information Practice, which regulate the collection, use, disclosure, storage and transfer of all personal patient/client information
- Ensuring cultural sensitivity is maintained by attending and contributing to learning in diversity of cultural awareness and cross cultural training, with a frequency to be determined as appropriate by the organisation
- All staff will actively support and contribute to risk management by maintaining an awareness of the risks relating to their area of responsibility and accountability including the identification and reporting of such risks
- It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorisation. It is further the responsibility of every employee to ensure they gain an understanding of what constitutes an official record. It is a requirement that all employees will adhere to the prescribed Policy, Procedures & Practices of this organisation in relation to records management
- Contributing to the development and implementation of organisational strategic directions and action plans.

This Position Description will be reviewed regularly, at least every 12 months, and when necessary during the course of the 12 months, by the Supervisor together with the incumbent. This regular review will ensure the Position Description is up to date and accurately reflects the duties carried out by the incumbent.

Acknowledge by Occupant:

.....

Date: / /

.....

Please print Name

SELECTION CRITERIA

Essential Minimum Requirements [including qualifications, skills, experience and knowledge]

- Ability to organise and prioritise own work with supervision as required
- Word processing and computer skills including the ability to learn to use new software and applications
- Demonstrated effective interpersonal skills, including communication with people from a diverse range of backgrounds, particularly those peoples representative of the Whyalla Aboriginal Community and health professionals
- Demonstrate a knowledge and understanding of the principles of Equal Employment legislation and Work Health and Safety
- Excellent time management and communication skills and a positive attitude
- Demonstrated ability to use discretion and maintain confidentiality
- Some experience in using various office equipment
- Must provide proof of National Police Check (done within past 2 years), DCSI Working with Children Check and proof of COVID-19 Vaccination.

Desirable Characteristics (to distinguish between applicants who have met all essential requirements)

- Previous experience in a customer service setting or medical service
- An understanding of the role and function of the Nunyara Aboriginal Health Service.
- Relevant certifications or study in the Business Administration field.

KEY PERFORMANCE INDICATORS

Summary

The Clinic Receptionist will use the Key Performance Indicator Section of this Job and Person Specification to continually assess their performance against the key tasks, and update and add to these indicators at regular intervals. The Key Performance Indicators are an integral element of measuring the achievements of the position and will be utilised as an ongoing tool in order to evaluate the position and service provided (for example during regular Performance Reviews)

Key responsibilities, outcomes and measures

RESPONSIBILITIES / KEY TASKS	Action	PERFORMANCE MEASURE / INDICATORS	Achieved ✓ Not achieved ✗ Comments
Information, Communication and Technology	Answering the phone and directing calls appropriately, taking messages, checking out of hours answering machine	Clients feedback is positive, messages are passed on in a timely manner.	
	Monitor clinic email address and forward messages on to appropriate person	Inbox is kept clutter free and important information passed on	
Provide clinical administration support	Arrange appointments for staff and clients as required using Communicare and other systems [transport diary]	Appointment book and transport list is kept up to date	
	Greeting Clients, partners, stakeholders and visitors and directing to appropriate staff member	Clients feedback is positive about interaction	
	Triage phone calls and walk in patients as appropriate	Triage training and procedures at front desk are followed	
	Undertake recalls and reminder phone calls if directed, work within a multidisciplinary team of health professionals	Support is provided to health professionals as needed.	
	Maintain a high level of confidentiality of information for clients and staff.	Written and electronic information is kept secure	
	Keep the clinical reception area and clinical rooms tidy and clean, adhering to infection control procedures.	All items are placed in appropriate places.	

Manage Client Information	Register new clients/patients, confirming Medicare Card and patient details, enter and modify data in a timely and correct manner,	Medical record software is kept up to date	
	Contribute to an effective and efficient records management system	All records are distributed and filed appropriately	
	Assist with providing information to Managers and liaise on issues which may relate to statistical reporting as directed	Reporting is provided to manager as required	
	Liaise with pathology for collection of specimens	All specimens are stored correctly until collection.	
	Photocopying, filing, electronic filing/ scanning, faxing of documentation in line with privacy principals	Patient information is distributed in line with confidentiality rules.	
Assist in health promotion activities	Assist staff in promotion of activities, eg: NAIDOC week, GP, Podiatry, etc visits	Activities are promoted to clients as they attend	
	Ensure promotional information is displayed in a professional manner, is updated and relevant, eg: window and pin board displays, pamphlet holders, electronic displays.	All information in reception is checked regularly and kept up to date	
	Undertake desk top publishing or word processing as directed	Documents are created as requested	
Service Development	Assist with the development of clinical administrative policies, procedures and guidelines and participate in evaluating the same.	Policies are kept up to date and relevant.	
	Participate in a range of continuous quality improvement activities – make recommendations when issues arise regarding processes/ systems that could be better managed	Processes are streamlined and kept manageable.	
	Work across different departments of Nunyara or carry out any additional duties as directed, within scope of duties. Advise when work is outside of scope or understanding	Feedback from other staff and management is positive.	