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| **Position Title** | Receptionist – Front Office  |
| **Position Number** | N5995 |
| **Department** | Administration – Corporate Services  |
| **Classification** | Administrative Worker Grade 1A  |
| **Agreement**  |  Victorian Public Health Sector (Health and Allied Services, Managers and Administrative workers) Single Interest Enterprise Agreement 2016-20  |
| **Reports to** | Finance Manager |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

To provide reception, administrative and clerical support to EGHS at front reception ensuring the smooth, efficient and appropriate response to the needs of visitors, patients and staff both in person and on the phone.

**Our Values**

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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Integrity.jpg** | **Integrity** | We value integrity, honesty and respect in all relationships |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Community.jpg** | **Community** | We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Working_Together.jpg** | **Working Together** | We value equally all people who make a contribution to EGHS to achieve shared goals |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Learning_Culture.jpg** | **Learning Culture** | We strive to continually lead and develop through education, training, mentoring and by teaching others. |

**Organisational Context**

East Grampians Health Service is a rural health service located in Ararat and Willaura in Western Victoria and is an integral part of a thriving community that is committed to quality services providing health and wellbeing to people of all backgrounds.

Serving a diverse community, East Grampians Health Service delivers an extensive range of acute, residential, home and community based services. We strive to continually improve our services to best meet the needs of our patients, residents and the community.

**Our Vision**

To be leaders in rural health care

**Our Strategic direction**

EGHS strategic plan 2019-22 mirrors the Victorian Government Health 2040; Advancing Health, Access and Care guidelines and is underpinned by our organisational values and behaviours - ‘improving our communities health and quality of life through strong partnerships and by responding to changing needs’.  We incorporate our opportunities through Better Health, Better Access, and Better Care, which are pivotal in achieving our vision of being ‘leaders in rural health care’:

**BETTER HEALTH**

* A system geared to prevention as much as treatment
* Everyone understands their own health risks
* Illness is detected and managed early
* Healthy neighbourhoods and communities encourage healthy lifestyle

**BETTER ACCESS**

* Care is always there when people need it
* More access to care in the home and community
* People are connected to the full range of care and support they need
* There is fair access to care

**BETTER CARE**

* Target zero avoidable harm
* Healthcare that focuses on outcomes
* People are active partners in care
* Care fits together around people’s needs

**Organisational Responsibilities**

* Be aware of and work in accordance with EGHS policies and procedures, including:

[Victorian Public Sector - Code of Conduct](http://intranet.eghs.net.au/Files/Human%20Resources/Victorian%20Public%20Sector%20-%20Code%20of%20Conduct.pdf)

[Confidentiality, Security and Management of Information - SOPP 24.02](http://intranet.eghs.net.au/Files/Policies/CONFIDENTIALITY%2C%20SECURITY%20AND%20MANAGEMENT%20OF%20INFORMATION%20-%20SOPP%2024.02.pdf)

[Hand Hygiene - SOPP 70.18](http://intranet.eghs.net.au/Files/Policies/HAND%20HYGIENE%20-%20SOPP%2070.18.pdf)

[Occupational Health and Safety - SOPP 72.09](http://intranet.eghs.net.au/Files/Policies/OCCUPATIONAL%20HEALTH%20AND%20SAFETY%20-%20SOPP%2072.09.pdf)

[Person Centred Care - SOPP 60.20](http://intranet.eghs.net.au/Files/Policies/PERSON%20CENTRED%20CARE%20-%20SOPP%2060.20.pdf)

[Safety - SOPP 72.13](http://intranet.eghs.net.au/Files/Policies/SAFETY%20-%20SOPP%2072.13.pdf)

[Performance Development policy - SOPP 35.27](http://intranet.eghs.net.au/Files/Policies/PERFORMANCE%20DEVELOPMENT%20POLICY%20-%20SOPP%2035.27.pdf)

[Risk Management - SOPP 74.01](http://intranet.eghs.net.au/Files/Policies/RISK%20MANAGEMENT%20-%20SOPP%2074.01.pdf)

* Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
* Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates your area of work and associated accreditation.
* Undertake other duties as directed that meet relevant standards and recognised practice.
* Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check.
* All staff are expected to identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients.
* Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
* Participate in all mandatory education and orientation sessions as outlined by EGHS.
* East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.

**Responsibilities and Major Activities**

* Ensure all queries whether in person, phone or email are directed or attended to within a timely and efficient manner
* Communicate effectively with patients, residents, clients, visitors and staff – understanding their requirements and directing them to the relevant person or department
* Responsible for answering and directing phone calls from Main Switch board
* Ensure that main reception area it is maintained in a neat and tidy manner
* Collect, post and distribute all mail on a daily basis
* Communicate/relaying relevant information to the practitioners and patients as required
* Coordinate and engage in activities relating to the retrieval and distribution of information in adherence to EGHS policies and procedures
* Identifying and collecting patient payment fees and issuing receipts
* Receipting, reconciling and banking of all monies received on a daily basis
* Ensure adequate stationary levels are maintained
* Assist with other tasks as directed by Manager

**Key Performance Indicators**

* Feedback about quality of customer service from patients and co-workers
* Timely and accurate completion of tasks

Key Selection Criteria

**Essential Criteria:**

* Previous experience in Customer service, preferably within a health services environment
* Demonstrated ability to deliver timely and accurate communication to all relevant stakeholders
* Ability to multi-task and demonstrate initiative whilst displaying an enthusiastic, client focused, can do and flexible approach
* Demonstrates commitment to quality and continuous improvement and comply with EGHS policies and procedures
* Able to demonstrate good positive communication skills with patients, families, medical staff and co-workers
* Experienced in the use of office machines including health phone systems, photocopiers, fax machines and scanners
* Working knowledge of Windows based software systems (eg Word, Excel)
* Handling of cash, EFTOPOS and other payment systems
* Be neat and professional in appearance

**Must comply to having or completion of:**

* National Police Check (renewed every 3 years)
* Working with Children Check (renewed every 5 years)

 **Desirable Criteria:**

* Familiar with raising sundry debtors and cash receipting/ cashier tasks.

**Acknowledgement**

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| Employee Name |
| Employee Signature | Date |
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| Manager Name |  |
| Manager Signature  | Date |
|  |  |
| Developed Date (MM,YY) |  |
| Developed By Name | Developed by Title |
| Date of next review (12 months) |  |