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| **Position Title** | Reception/Administration Assistant |
| **Position Number** | N5993 |
| **Department** | Community Health Centre |
| **Classification** | Admin Grade 1 |
| **Agreement** | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025 |
| **Reports to:** | Direct: EA Director Community Services/Administration Coordinator  Indirect: Director Community Services |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

To provide reception, administrative and clerical support to the Community Health Centre and to make appointments in communication with clinical staff. Ensure smooth running of the department with up to date consumer information and respond to the needs of consumers and staff as required.

**Department / Unit Specific Overview**

East Grampians Health Service aims to meet the needs of the community by offering a vast array of services based at the community health centre in Ararat. We also offer outreach services to Willaura, Lake Bolac and Elmhurst. Our services include dental, physiotherapy, exercise physiology, occupational therapy, podiatry, speech pathology, dietetics, diabetes education and social work. These services support other clinical areas including our acute and residential aged care patients. Our community health centre also hosts speciality clinics such as consulting suites for our visiting surgeons and maternal child and health.

**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 |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
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| **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 |
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| **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 |
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| **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 (EGHS) is a rural health service located in Ararat and Willaura in Western Victoria. EGHS is an integral part of a thriving community and is committed to providing quality health and wellbeing services to people of all backgrounds.

Serving a diverse community, EGHS 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, consumers and the community.

**Our Vision**

East Grampians Health Service will improve the health, wellbeing and the quality of life for our community.

**Our Purpose**

To meet people’s health needs through leadership, strong partnerships and wise use of resources.

**Strategic Actions**

See [Strategic Plan 2023 – 2027](https://intranet.eghs.net.au/Files/Publications/EGHS%206pp%20DL%20Strategic%20Plan%20(2023-27).pdf).

**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,%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)

[Child Safe – SOPP 57.24](https://intranet.eghs.net.au/Files/Policies/CHILD%20SAFE%20-%20SOPP%2057.24.pdf#search=57%2E24)

* Be respectful of the needs of patients, consumers, 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 to 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. Also provide a National Disability Insurance Scheme (NDIS) worker check or the necessary details (if required).
* 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, consumers and visitors
* 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**

* Acknowledge consumers upon their arrival into the department whilst quickly and efficiently addressing the consumers’ needs and relay any information to the consumer eg waiting time, special instructions
* Scheduling consumer appointments accurately and efficiently
* Ensure that reception areas are maintained in a neat and tidy manner
* Communicate/relay relevant information to clinicians and consumers as required
* Coordinate and engage in activities relating to the retrieval and distribution of information in adherence to EGHS policies and procedures
* Maintain consumer files and records, ensuring accuracy and completeness of information
* Verify personal information of consumers including concession card/Medicare validity
* Process fees including but not exclusive to HICAPS for Medicare Benefits Scheme, Health Insurance funds and EFTPOS transactions
* Identifying and collecting consumer payment fees and issuing receipts
* Provide secretarial support to the Community Health Centre meetings
* Ensure confidentiality is maintained in all matters pertaining to consumers/ staff as the Health Services Act and the Privacy Act

**Key Performance Indicators**

Key performance measures are how you will be assessed as meeting the responsibilities of this position. These measures will be used as a part of the Personal Development Plan (PDP) to be commenced within the first three months of the appointment and then to be reviewed on an annual basis.

* Demonstrates practice within the Vision, Mission and Values of EGHS.
* Demonstrates leadership and application of knowledge to operate within the agreed budget for the Department and facility and the organisation’s Financial Management framework.
* Demonstrates understanding, application of knowledge and implementation of the organisation’s clinical governance framework to ensure the provision of high quality health care through continuous improvement.
* Demonstrates commitment to personal and professional development and participate as an active member of a team.
* Demonstrates knowledge and application of skills to ensure the organisation’s information management goals are met.
* Demonstrates knowledge and understanding of legislation and maintenance of a safe environment for employees, consumers and visitors
* Timely and accurate completion of tasks
* Feedback about quality of customer service from consumers and co-workers

Key Selection Criteria

**Essential Criteria:**

* Previous experience in a medical reception or similar administrative position 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 consumers, families, medical staff and co-workers
* Experienced in the use of office machines including health phone systems, photocopiers, fax machines and scanners
* Handling of cash, EFTPOS and other payment systems
* Be neat and professional in appearance
* Confident in the use of electronic data management systems
* Working knowledge of Windows based software systems (eg Word, Excel)
* Experience in scheduling and coordinating team meetings

**Desirable Criteria**

* Experience in a rural health and / or community setting
* An understanding of the Medicare benefits Schedule
* Previous experience in the use of Best Practice or similar practice software systems

Must comply to having or completion of:

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

**Acknowledgement**

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| Employee Name | |
| Employee Signature | Date |
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| Manager Name |  |
| Manager Signature | Date |
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| Developed Date (MM,YY) | 04/2023 |
| Developed By Name | S.Woodburn |
| Developed by Title | Director Community Services |