

# POSITION DESCRIPTION



|                 |                                                                                                                                                   |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
|                 |                                                                                                                                                   |
| Position Title  | Receptionist – Front Office                                                                                                                       |
| Position Number | N5995                                                                                                                                             |
| Department      | Administrative – Corporate Services                                                                                                               |
| Classification  | Administrative Worker Grade 1A – HS1A<br>Administrative Worker Grade 1 – HS1                                                                      |
| Agreement       | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2025 – 2027 |
| Reports to:     | Office Coordinator<br>Finance Manager                                                                                                             |

## 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



### Integrity

We value integrity, honesty and respect in all relationships



### Excellence

We value excellence as the appropriate standard for all services and practices



### Community

We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background



### Working Together

We value equally all people who make a contribution to EGHS to achieve shared goals



### 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](#).

## Organisational Responsibilities

- Be aware of and work in accordance with EGHS policies and procedures, including:
  - [Victorian Public Sector - Code of Conduct](#)
  - [Confidentiality, Security and Management of Information - SOPP 24.02](#)
  - [Hand Hygiene - SOPP 70.18](#)
  - [Occupational Health and Safety - SOPP 72.09](#)
  - [Person Centred Care - SOPP 60.20](#)
  - [Safety - SOPP 72.13](#)
  - [Performance Development policy - SOPP 35.27](#)
  - [Risk Management - SOPP 74.01](#)
  - [Child Safe – SOPP 57.24](#)
- 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**

- 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
- Respond to emergency phone and announce emergency codes within the hospital
- Maintain visitor information, ensuring accuracy and completeness - including collecting and recording data as and when required as per Government Guidelines or as directed by Infection Control
- Participate in screening, as and when required as per Government Guidelines or as directed by Infection Control in the event of infectious disease outbreaks
- Ensuring that all screening questions are asked as per instructions via Government Guidelines or Infection Control
- Taking the appropriate action as per relevant policy/procedure if a risk has been identified (OHS or infectious disease)
- 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)
- NDIS Worker Screening Check (renewed every 5 years)
- Immunisation requirements (annually)

### Desirable Criteria

- Familiar with raising sundry debtors and cash receipting/ cashier tasks
- Pervious administrative role

### Acknowledgement

|                        |                    |
|------------------------|--------------------|
| Employee Name          |                    |
| Employee Signature     | Date               |
|                        |                    |
| Manager Name           |                    |
| Manager Signature      | Date               |
|                        |                    |
| Developed Date (MM,YY) | January 2023       |
| Developed By Name      | Developed by Title |

