

POSITION DESCRIPTION



Position Title	Receptionist/Administrative Assistant
Position Number	N5994
Department	Medical Imaging
Classification	Administrative Worker Grade 1A
Agreement	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2025 – 2027
Reports to:	Officer Coordinator – Medical Imaging

Position Purpose:

To provide reception, administrative and clerical support to the Medical Imaging department and to make appointments in communication with clinical staff. Ensure smooth running of the department with up to date patient information and respond to the needs of persons and patients as required.

Department / Unit Specific Overview

The Medical Imaging Department is located at the Ararat campus of East Grampians Health Service. It supports EGHS clinical services by offering imaging to inpatients and outpatients. Our department provide: x-ray, CT, ultrasound and OPG services.

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

- Acknowledge patients upon their arrival into the department whilst quickly and efficiently addressing the patients' needs and relay any information to the patient eg waiting time, special instructions
- Scheduling patient appointment and transfer times accurately and efficiently
- Ensure that main reception area it is maintained in a neat and tidy manner
- 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
- Maintain patient files and records, ensuring accuracy and completeness of information
- Verify personal information of patients including concession card/Medicare validity
- Identifying and collecting patient payment fees and issuing receipts
- Ensure adequate stationary supplies for the department

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
- Handling of cash, EFTOPOS and other payment systems
- Be neat and professional in appearance

Desirable Criteria

- Familiar with raising sundry debtors and cash receipting/ cashier tasks.
- Working knowledge of Windows based software systems (eg Word, Excel)

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)



Acknowledgement

Employee Name	
Employee Signature	Date
Manager Name	
Manager Signature	Date
Developed Date (MM,YY)	10,2018
Developed By Name	
Developed by Title	Chief Medical Imaging Officer

