



## POSITION DESCRIPTION

|                |                      |
|----------------|----------------------|
| Position Title | Medical Receptionist |
| Reporting To   | Practice Manager     |

### PURPOSE OF THE POSITION

The purpose of the Medical Receptionist is to provide reception and administrative support to staff at SCMSAC in order to facilitate a high level service delivery. The Medical Receptionist is generally the first point of contact with clients and visitors of the service, as such, it is essential that the Medical Receptionist is pleasant, courteous, highly professional and able to interact with a wide and diverse consumer group.

The Medical Receptionist is responsible for greeting clients and visitors professionally and directing phone calls as required. The Medical Receptionist will be responsible for managing appointments and maintaining records and accounts in SCMSAC's client databases.

### KEY RESPONSIBILITIES & DUTIES

- Reception duties including answering phones, booking and confirming appointment and entering of new clients details in the client database
- Meeting and greeting clients and centre visitors and provide exceptional customer service
- Ensure all incoming phone calls are attended to in a prompt and courteous manner
- Coordinate incoming and outgoing mail
- Provide service information to all clients and visitors presenting to SCMSAC, ensuring that all enquires are dealt with in a confidential and sensitive manner
- Assist in the set up and pack up of the centre ensuring the maintenance and provision of a safe, clean environment for clients, staff and visitors
- Ensure client files are established, processed and maintained to the standard of SCMSAC, regulatory bodies and legal requirements
- Maintain confidentiality regarding clients and the affairs of SCMSAC
- Assist the Senior Manager to identify, establish, improve and maintain administrative processes
- Participate in relevant training and development activities as an effective team member
- Comply with all SCMSAC Policies and Procedures
- Other duties as reasonably directed by the CEO, Senior Manager or Supervisor

### KEY PERFORMANCE AREAS

- Client and visitor enquiries attended to promptly and professionally
- Client and visitor confidentiality upheld
- Client records are up to date and securely stored

## KEY COMPETENCIES

### Qualifications, Knowledge and Experience

#### Essential

- Aboriginality\*
- Demonstrated experience working in an administrative and/or reception role within a similar environment
- Demonstrated computer literacy and experience with all Microsoft Office applications and electronic Medical Record Software
- Demonstrated ability to maintain filing systems and processes
- Exceptional organisational and time management skills with the ability to prioritise competing demands and deadlines
- Ability to work independently with limited supervision
- Strong customer service skills
- Exceptional interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds and experiences
- Current Drivers Licence
- Clear National Police History Check, Working with Children Check and Working with Vulnerable People Registration

#### Desirable

- Knowledge and understanding of the local Shoalhaven Aboriginal Communities
- Understanding of the health and wellbeing needs Aboriginal and Torres Strait Islander people

### PERSONAL QUALITIES AND ATTRIBUTES

- Courteous, with high level of professionalism, confidentiality and discretion
- Positive and collaborative team player
- High level attention to detail
- Adaptability and flexibility in the workplace

### RELATIONSHIPS

| With                    | Purpose  |
|-------------------------|--|
| SCMSAC CEO              | The CEO may make day to day requests for support and information from the Medical Receptionist.  |
| SCMSAC Practice Manager | The Practice Manager is the first point of contact for the overall direction of work and will provide support to the Medical Receptionist. |

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|---|---|
| SCMSAC Senior Managers<br>Supervisors and Employees | The Medical Receptionist will interact closely with employees, GP's, Team Leaders and Management to develop and maintain effective working relationships, collaborate on matters, exchange information and provide advice and feedback. |
| SCMSAC Clients                                      | The Medical Receptionist will provide a first point of contact for SCMSAC clients and visitors and will offer support and assistance.   |
| External Stakeholders                               | The Medical Receptionist may develop and maintain strong connections with external stakeholders such as service providers, funding bodies, other agencies and organisations.  |

**EMPLOYEE'S ACKNOWLEDGEMENT AND ACCEPTANCE OF POSITION DESCRIPTION**

I have read and confirm my understanding of the above position description that will apply to my employment with South Coast Medical Service Aboriginal Corporation.

\_\_\_\_\_  
Employee signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signed and approved on behalf of SCMSAC

\_\_\_\_\_  
Date

*\*Aboriginality - Aboriginality is a genuine occupational requirement and racial discrimination is a prohibition as outlined under Section 8(1) of the Racial Discrimination Act 1975.*