



POSITION DESCRIPTION

Position Title	Medical Receptionist
Reporting to	Team Leader- Health Frontline Services
Liases with internally	All staff members
Liases with externally	Government Offices, Clients, Visitors, External Stakeholders.
Purpose of the position	The Medical Receptionist is responsible for greeting clients and visitors professionally and directing phone calls as required. The Medical Receptionist will be responsible for the scheduling of appointments and maintaining records in SCMSAC's client databases.
Selection Criteria	<p>Essential Criteria</p> <ul style="list-style-type: none"> • Understanding of the health and wellbeing needs of Aboriginal and Torres Strait Islander people. • Demonstrated experience working in an administrative and/or reception role within a similar environment. • Demonstrated computer proficiency, including the use of all Microsoft Office applications, client information and data systems. • Exceptional organisational and time management skills with the ability to prioritise competing demands and deadlines. • Ability to greet patients and visitors, in person, and over the phone, in a prompt, courteous, helpful and professional manner. • Ability to maintain client confidentiality at all times. • Excellent written and verbal communication skills, with the ability to work independently, show initiative and work productively within a team environment. • Current: National Police Check, Working with Children Check and Working with Vulnerable People Registration. • Current Drivers Licence. • Being vaccinated against Covid-19 is an inherent requirement of this role, to ensure that SCMSAC fulfils its WHS obligations. The incumbent must remain up to date with current ATAGI (Australian Technical Advisory Group on Immunisation) national advice regarding vaccines and booster shots, or provide evidence of exemption eligibility. <p>Desirable Criteria</p> <ul style="list-style-type: none"> • Relevant qualification in reception or related field

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	<ul style="list-style-type: none"> • Knowledge and understanding of the local Shoalhaven Aboriginal Communities • Aboriginality*.
Behaviours Required	<ol style="list-style-type: none"> 1 Innovative and strategic thinking 2 Client focused 3 Solutions driven 4 Honesty and Integrity 5 Self-motivated
Organisational Values	<ol style="list-style-type: none"> 1 Deliver excellence through quality service provision, collaboration and measuring outcomes. 2 Be passionate, caring and respectful in everything that we do. 3 Be a socially responsible, culturally supportive presence in each of our communities. 4 Be creative and flexible in our responses to community needs, listen and learn so that we can do things better. 5 Deliver quality evidence-based services with financial integrity to achieve sustainability and measurable outcomes. 6 Contribute to shared learning through research and partnerships.
Key Performance Indicators	<p>Day to Day / General</p> <ul style="list-style-type: none"> • Ensure all client and practice information is kept confidential. • Ensure every patient's biographics are checked and confirmed when attending appointments. • Ensure positive and professional body language is adopted at all times when liaising with clients. • Answer all telephone calls and enquiries in a professional and courteous manner. • Attend relevant meetings. Be punctual, prepared, and ready to participate. • Actively participate in monthly documented support and supervision sessions. • Participate in relevant annual performance review. • Other duties as reasonably directed by the CEO or delegate. <p>Communication and Collaboration</p> <ul style="list-style-type: none"> • Maintain client confidentiality. • Communicate in a professional and respectful manner. • Report matters in line with SCMSAC's Notifiable Events Policy. • Participate in decision-making and joint problem solving. • Build positive partnerships, both internally and externally.

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	<p>Information Technology</p> <ul style="list-style-type: none"> • Utilise IT Systems and equipment in line with SCMSAC policy and procedure. • Collect and analyse data, specific to your role. <p>Continuous Quality Improvement</p> <ul style="list-style-type: none"> • Actively participate in organisational continuous quality improvement initiatives. • Actively participate in the implementation of outcomes from program quality audits. • Ensure that you are familiar with agency and program accreditations and your obligation to uphold these in your day to day role. <p>Child Safety</p> <ul style="list-style-type: none"> • Adhere to mandatory reporting requirements in line with SCMSAC Child Protection and Child Safety Policy and Procedure. • Complete centralised mandatory ROSH reporting process in line with SCMSAC Child Protection and Child Safety Policy and Procedure. <p>Workplace Health and Safety</p> <ul style="list-style-type: none"> • Adhere to WHS obligations as outlined in our WHS Policies/Procedures. • Comply with relevant PPE requirements for your role. • Report all incidents, hazards and risks in line with SCMSAC Policy and Procedure.

**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.*

Employee Acceptance

I, _____, accept this description is an accurate statement of the duties, responsibilities and other requirements of the job. I have read and understood this document and agree to undertake the duties and responsibilities as listed.

Name/Role	Signature	Date
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