



POSITION TITLE: Clinic Receptionist

Position Title	Clinic Receptionist	Program / Funding Stream	WTIGLZ Primary Health Care
Position Classification	AOS Level 2	Finance Funding Code	DOC50
Reports To	Clinic Coordinator	Direct Reports	Nil
Program and Role Description	<p>Wurli-Wurlinjang Health Service is an Aboriginal Community Controlled Organisation delivering primary and clinical health care services to the Aboriginal people in Katherine and surrounding communities. Wurli prides itself on delivering a range of health services to the community in a style and manner that makes clients feel welcome and comfortable. Wurli operates a range of clinics and provides a range of Services that require primary health care to be delivered by Registered Aboriginal Health Practitioners. This includes main clinic (acute and general care), Gudbinji chronic disease clinic, Binjari Health clinic, Women and children’s health and men’s health.</p> <p>The role of a clinic receptionist is to effectively contribute to the smooth and efficient functioning of the allocated Wurli Health clinic by providing high quality reception and administration support to the patients and clinical staff and related service staff in the day to day operation of the Wurli clinic and related services. The clinic receptionist is required to undertake all duties in a caring, respectful and supportive manner and provide an exceptional standard of care to all patients at all times.</p>		
Qualifications	Essential: Nil		
	Desired: Certificate III in Health Administration / Certificate III In Business Administration (medical)		
Experience	Essential: Nil		
	Desired: Previous experience as a medical receptions in a health care service / medical clinic		

Prerequisites	National Police Records Check and Working with Children’s Clearance First Aid and CPR	
Key Result Area	Responsibilities / Activities	Standard Measure
SERVICE DELIVERY	<ul style="list-style-type: none"> □ In a culturally sensitive manner, provide a range of clinical reception and administrative support services including but not limited to:- <ul style="list-style-type: none"> • Reception duties: <ul style="list-style-type: none"> ○ Be the first point of contact for all Wurli clients who enter the clinic and greet the client to the clinic and ascertain their service needs ○ Record client appointments ○ Check client in to service ○ Advise clients of any delays ○ Answer telephone calls promptly and courteously ○ Manage daily incoming and outgoing mail, email and faxes ○ Ensure all incoming correspondence is documented accordingly ○ Complete daily clinic reception checklist before ending the shift • Medical: <ul style="list-style-type: none"> ○ Arrange and check patient arrival lists and notify referring clinical staff if required ○ Prepare and action lists of patients to be seen by Specialists/ Allied Health clinicians as directed by the clinic coordinator ○ Explain to clients the purpose of their medical appointment if required 	<ul style="list-style-type: none"> • Services delivered meets the stated objectives in accordance with the funding agreement, Wurli’s Continuous Quality Improvement Program and related policies and procedures:- <ul style="list-style-type: none"> ○ Clients bookings and coordination is accurately recorded ○ Confidentiality and Privacy of clients maintained ○ Client service standards maintained ○ Complete and accurate transfer of information via written, verbal and electronic means • Administrative functions are actively undertaken in a timely manner and in accordance with record keeping standards

	<ul style="list-style-type: none"> ○ Page clinical staff as necessary to attend to high priority needs ○ Ensure all documentation, records management and the health information database is maintained and completed in accordance with established data entry criteria and standards ● Internal and External Interaction: <ul style="list-style-type: none"> ○ Liaise regularly with the patient services team to ensure priorities of service are met and clients located as needed ○ Liaise with external agencies such as pathology, specialists, maintenance personnel, other service providers and follow up on any of their outstanding requests or requirements ○ Liaise with the clinic health practitioners daily regarding paperwork and follow-up any issues arising from clinic attendance that day ○ Assist in supporting the clinical team to achieve best patient outcomes ● Administrative (other) : <ul style="list-style-type: none"> ○ Receive, record and deliver messages to appropriate staff immediately ○ Provide assistance to clinic coordinators and clinical staff with administration services as required ○ Participate in the development and review of reception and clerical services needed by the clinic ○ Assist with maintaining accurate and current client details ○ Ensure Medicare requirements are being met ○ Collect and collate client feedback □ Manage clients behaviour during their attendance at the clinic in accordance with the safety and duty of care standards 	
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	<ul style="list-style-type: none"> <input type="checkbox"/> Maintain confidentiality and privacy principles of client information and files <input type="checkbox"/> Report any client concerns to the Clinic Coordinator / Primary Health Services Manager in a timely fashion <input type="checkbox"/> Order and maintain Stationary Supplies required by the program 	
PROGRAM DEVELOPMENT, NETWORKING & LIAISON	<ul style="list-style-type: none"> <input type="checkbox"/> Establish and maintain links with the local community and clients to ensure efficient delivery or service information and appointments can be maintained <input type="checkbox"/> Collect and collate data from Communicare to prepare reports as required by the Clinic Coordinator <input type="checkbox"/> Develop and implement culturally appropriate relevant methods of promoting access and usage of Wurli services by all community groups in the service region 	<ul style="list-style-type: none"> • Contribute to discussion regarding current and future needs of community liaison and transport • Active involvement and contribution to networking, monitoring and evaluation of the program
TEAM SUPPORT	<ul style="list-style-type: none"> <input type="checkbox"/> Attend daily briefs and allocation of schedule on a daily basis <input type="checkbox"/> Report any barriers to achieving daily outcomes <input type="checkbox"/> Attend to other duties / tasks as directed to ensure team outcomes are met <input type="checkbox"/> Attend Weekly/Monthly program Meetings 	<ul style="list-style-type: none"> • Co-operative and professional working relationships are developed and maintained • Reliable with attendance and punctuality
WORKPLACE HEALTH & SAFETY	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure your personal health and safety, and that of others in the workplace <input type="checkbox"/> Comply with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety <input type="checkbox"/> Promote and deliver in accordance with Wurli's risk management framework <input type="checkbox"/> Report all accidents, incidents, near misses and hazards immediately 	<ul style="list-style-type: none"> • Adheres to Risk Management and WH&S Policy and Procedures at all times
CORPORATE IDENTITY	<ul style="list-style-type: none"> <input type="checkbox"/> Promotes and embodies Wurli's vision and values <input type="checkbox"/> Act as a role model to clients <input type="checkbox"/> Act in accordance with Wurli's Code of Conduct 	<ul style="list-style-type: none"> • Acts in a professional manner, leads by example, promotes the organisation and

		maintains the reputation of the organisation and profession / service
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Personal Characteristics / Qualities	Job Competencies (Skills and Knowledge)
<ul style="list-style-type: none"> • Respect for individuals and diversity, is nonjudgmental and a good listener (Treats others with dignity & respect) • Service –user focused: Committed to and acts for well-being of all service users (internal and external) • Organised • Presents a personal image and demeanor that promotes professionalism and credibility and is appropriate to work setting and role • Sound interpersonal and relationship building skills • Encourages and cooperates with others to achieve common goals • Punctual and reliable 	<ul style="list-style-type: none"> • Willingness to work within Wurli’s values and vision and adhere to quality improvement practices, policies and procedures • Willingness to work within the Wurli clinical framework • Demonstrated knowledge of and respect for Aboriginal and Torres Strait Islander Culture • Sounds skills and knowledge of office and reception administrative functions • Sound knowledge of use, application and troubleshooting of standard office equipment • Basic computer skills including the ability to use MS Office Suite (including Outlook) and Communicare or equivalent systems. • Basic knowledge of medical terminology, general practice accreditation and standards, and the Medicare Benefits scheme • Ability to communicate effectively (face to face, telephone, in writing) • Able to develop sound Client relationships • Ability to work in a team • Adhere to deadlines