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|  | <p>Albury Wodonga Aboriginal Health Service ABN: 84286953178 Phone: (02) 6040 1200 Fax: (02) 6040 1222 Toll Free: 1800 421 640</p> |
| | <p>644 Daniel Street Glenroy 2640 (PO Box 3040, Albury, NSW, 2640)</p> <p>Level 4 111- 113 Hume Street, Wodonga, VIC, 3690</p> <p>89-90 Rowan Street, Wangaratta, VIC, 3677</p> |

POSITION DESCRIPTION

Position Title : **Receptionist/Administration Officer (RA Officer)**

Reports To : **Practice Manager**

Term of Employment : **Casual**

Award : **ACCHO Modern Award 2010**

Salary : **As per employment contract**

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| <p>Position Approval Developed: 27/7/2012 Revised: 02/10/2018</p> | <p>Approved: David Noonan Date: 14/11/2018</p> |
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ORGANISATION

Albury Wodonga Aboriginal Health Service Inc. (AWAHS) is an Aboriginal Community Controlled Health Organisation. AWAHS provides first class Primary Health Care Services to the Aboriginal community who reside in Albury / Wodonga and surrounding areas. As a Bulk Billing Health Service there is no charge to our clients for the medical services provided.

VISION STATEMENT

To provide comprehensive quality health and family services based on respect for Aboriginal Culture.

General Purpose of Position

- The Receptionist / Administration Officer is to provide high quality reception and administrative support to the patients, doctors and staff at Albury Wodonga Aboriginal Health Service in a caring and supportive manner.
- To maintain confidentiality of all information at all times
- To provide support and back up to the Administration Supervisor on a daily basis.
- Cover all requirements of the Administration/Reception Supervision position if the occupant is on leave.

RELATIONSHIPS

Supervision

The position reports directly to the Practice Manager of AWAHS.

Internal

The RA officer will work collaboratively with all other team members of AWAHS. The RA officer must be committed to the process and practice of Continuous Quality Improvement.

External

The RA officer will be expected to liaise with key stakeholders who are involved with providing services to the Aboriginal Community and to AWAHS.

DUTIES OF THE POSITION

Key Accountabilities of the RA Officer:

- Accountable for the smooth operation of the reception area to ensure prompt and courteous patient, client and visitor service.
- Coordination and planning to improve the performance of the reception to develop team cohesion and to foster innovative work practices.
- Ensure registration of new clients accurately within the PIMS and Transport systems.
- Ensure all scanning of documents into the Patient/Client file is completed on a daily basis.
- Accountable for the accurate billing to Medicare of all patients/clients who are eligible for a benefit under the Medicare program.
- Ensure compliance with the Department of Human Services (Medicare) is maintained, if necessary bring this to the attention of the Administration Supervisor or Practice Manager.

- Liaise and support the Transport Team with appointments requiring transport, or changes to original transport bookings.
- Responsible for the smooth running of the Dental bookings service for AWAHS.
- Monitor all aspects of the Dental appointment system within PIMS, ensuring the SMS messages are sent in the AM and the cancellation list is up dated if a cancellation becomes apparent.
- Attend regular meetings with the Dental team and report back to the administration meeting on any issues of an ongoing basis.
- Responsible for creating, with consultation relevant policies and procedures relating to the reception area, submission of same to the Administration team for review.
- Handle general customer enquiries and assist with customer complaints in a timely manner.

General

- Receive and convey messages accurately in writing, verbally and electronically in a timely manner to all members of the AWAHS team.
- Liaise with patients and their families in a compassionate manner.
- Contribute equitably to maintaining the cleanliness of the practice.
- Assist implementation and achievement of business strategies, plans, and budgets to achieve business objectives and meet customer, community, and shareholder needs.
- Maintain a close and cooperative relationship with team members and a strong commitment to teamwork, the achievement of team objectives and an ongoing appreciation for a flexible, innovative and enthusiastic work culture.
- Cultivate cooperative working relationship within the office environment to achieve the highest standard of service to the customers and consistently high quality of work carried out.
- Maintain a strong commitment to safety culture by ensuring that work is carried out in compliance with the organisation's Workplace Health & Safety (WHS) and Environment management system.
- Maintain a strong commitment to a quality culture, implementing standards of excellence and a continuous improvement focus.
- Adhere to the principles of equal employment opportunity and diversity, ensuring that all employees are treated in a fair and equitable manner.

ORGANISATION CHART

- Refer to attached AWAHS Organisational Chart.

SKILLS KNOWLEDGE and EXPERIENCE

- Possess a qualification or skills equivalent to Diploma in Business Administration (Medical) or equivalent experience.
- Communication skills to:
 - Coach and mentor staff and colleagues
 - Monitor and advise on customer service strategies
- Problem-solving skills to:

- Deal with customer enquiries or complaints
- Deal with complex and non-routine difficulties
- Strong written and verbal communication skills.
- Maintain confidentiality, as per the AWAHS confidentiality agreement signed on employment.
- Strong Computer skills including Microsoft Office products.
- Ability to be proactive and use initiative.
- Ability to work in a team environment.
- Knowledge of and commitment to WHS, EEO, customer service policies and procedures.
- Self-management skills to:
 - Comply with policies and procedures
 - Consistently evaluate and monitor own performance
 - Seek learning opportunities

Employment Prerequisites

- Provisional or Class C Drivers Licence
- Undertake relevant Criminal Record Check
- Undertake relevant Working with Children Check
- Complete Health Declaration Form

DECLARATION

As the incumbent of this position, I have noted this Job Description and agree with the contents therein. I understand that other duties may be directed from time to time.

I also agree to strictly observe the AWAHS policy on confidentiality of patient information or such sensitive information that I may come across in the course of my employment.

Incumbent:

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Signature:

Date: ____ / ____ / ____

AWAHS CEO

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Signature Date