

Position Description:

Receptionist

Applicable Award: Health Professionals and Support Services Award 2010

Employment Status: Full Time

Purpose of Position:

To provide high calibre, caring support to patients and visitors to the Charles Clinic and to provide this in the most efficient way.

Direct Report:

This position reports directly to the Practice Manager.

No staff report directly to this position.

Primary Responsibilities

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- Reception Tasks
 - Ensure all patient demographics are up to date
 - Process all patient invoices correctly
 - Process all future bookings consistent with the guidelines set out in the Policy and Procedure Manual
 - Maintain a positive and friendly disposition at all times
 - Provide surveillance to those in the waiting room to ensure all patients are comfortable.
 - Maintain privacy considerations at all times at the front reception area.

- Telephone
 - Ensure all incoming calls are answered and redirected efficiently.
 - All messages to be documented.
 - Maintain a professional but caring tone to all phone calls.

- Other tasks
 - Maintain a clean and tidy waiting room environment.
 - Ensure the reception desk is clean and tidy.
 - Clear all diagnostic reports to their correct recipients daily.
 - Provide assistance to clinical staff as directed by the Practice Manager
 - Maintain confidentiality of all patient and practice information, including staff information
 - Ensure compliance to the Staff Code of Conduct statement.
 - Actively participate in Staff Meetings

Skills and Attributes

- Commitment to patient-centred care.
- Commitment to uphold the values of Charles Clinic ensuring a respectful and supportive team environment.
- High calibre interpersonal, communication and presentation skills.
- Commitment to excellence in all duties, including attention to detail, accuracy and quality.
- Demonstrated ability to prioritise work within a busy work environment.
- Ability to work autonomously or as part of a broader team.

Hours of Work

The practice operates between the span of hours of 8.00 a.m. to 6.00 p.m. It is expected that the position will operate within this span of hours. Some additional hours may be required to meet patient care needs including Saturday.