

## POSITION DESCRIPTION

<b>Position Title:</b>	Reception Administrator
<b>Business Unit/Department:</b>	Harvester Private Consulting Suite
<b>Division:</b>	Mental Health & Wellbeing Services
<b>Award/Agreement:</b>	Victorian Public Mental Health Services Enterprise Agreement 2021 - 2024
<b>Classification:</b>	Grade 2 (YC89)
<b>Reports To:</b>	Practice Manager
<b>Direct Reports:</b>	Nil
<b>Date Prepared/Updated:</b>	21 July 2023

<p><b>Position Purpose</b></p> <p>The Reception Administrator works with the support and guidance of experienced team colleagues under the supervision and management of the practice manager. Operating in a busy, supportive team environment, the Reception Administrator is responsible for frontline communication and service delivery, accuracy of messages and data input and routine administrative responsibilities - all of which underpin the consistently high standard of service delivery to our patients, doctors and other stakeholders and colleagues.</p> <p>The Reception Administrator will ensure relevant practice policies and procedures are always understood and followed and works in a collaborative, courteous and supportive manner with patients and the practice team upholding and promoting the practice brand philosophy, values, vision and mission. The Reception Administrator will vigilantly ensure patient privacy and confidentiality without exception, in accordance with privacy legislation and practice policy.</p>
<p><b>Business Unit Overview</b></p> <p>The Division of Mental Health and Wellbeing Services spans across multiple Western Health sites and within the local community and services consumers across the lifespan.</p> <p>The Division has recently been established following a key recommendation from the Royal Commission into Victoria's Mental Health System. The Western Health catchment includes the local government municipalities and growth areas of Brimbank, Sunbury, Maribyrnong and Melton.</p> <p>Our recovery-oriented approach to care is provided by a multidisciplinary workforce comprising skilled clinicians, consumers and carers. These services include hospital based, community and specialist mental health and wellbeing services for adults, older adults, children and adolescents who are experiencing, or are at risk of developing a serious mental illness.</p> <p>The Division collaborates across a number of Divisions within Western Health and partners with external health services and community services to ensure the provision of Best Care. The Division aims to innovate and develop services and care options across Western Health to ensure Best Care for the community of Western Melbourne.</p>

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## Key Responsibilities

### **The Private Consulting Suites delivers high quality services that include:**

- Preparation of correspondence.
- Promote a client-focused team approach through continuous improvement of work processes.
- Assist in the development and implementation of new office systems.
- Undertake reception duties, answering and attending to all incoming calls.
- Ensure that messages are taken and received by the appropriate staff & Consultants of the suites.
- Coordinate and confirm patient appointment bookings for Consultants.
- Attend to daily mail including entry of details in appropriate register.
- Photocopy/collate/fax/scan information as required.
- Relieve administrative staff on leave as required.
- Support of new staff members with training.

### **Financial records must be accurately maintained as follows:**

- Ensure client billing, invoicing and receipting is processed accurately and in a timely fashion.
- Process Health Insurance Commission Medclaims batching and reporting.
- Handle cash transactions accurately.
- Ensure security of cash transactions/financial documents at all times.

### **Services to be provided in a professional and timely manner as follows:**

- Develop and maintain good interpersonal relationships with both staff and clients of the service.
- Disseminate up-to-date promotional material for the suites.
- Report any delays in processing of client information to other Admin staff and the Practice Manager immediately.

### **The Private Practice operates within the standards, guidelines, and statutory requirements as outlined in Western Health policies for Mental Health Program:**

- Prepare and maintain client medical record files for the Consultants.
- Ensure that the client's medical record is in order according to the Medical Record Service guidelines.
- Be responsible for all filing relating to medical records.
- Tracking of medical records.
- Enter new client data and updated information into the Service's own database.
- Shred confidential information as required.

### **Stocks are maintained to ensure the ongoing supply of office consumables:**

- Ensure the adequate supply of relevant and associated medical record forms used by staff.
- Order and maintain medical, cleaning, stationery and staff room supplies as required.

### **The building and equipment are adequately maintained to ensure safety of staff:**

- Report any servicing and repair of the building infrastructure and equipment relevant to the Suites to the Practice Manager.

### **Other:**

- Flexibility in working hours to assist with leave cover for other Administration staff as required.
- Ability to work both in a team environment and work independently/unsupervised.
- Ability to trouble shoot and problem solve.
- Knowledge of medical terminology.
- Work in your scope of practice and seek help where required.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

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<b>Key Working Relationships</b>
<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• Staff</li> <li>• Practitioners</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Patients</li> <li>• Patients family members</li> <li>• Workcover agencies</li> <li>• Medicare</li> <li>• GP clinics</li> </ul>
<b>Selection Criteria</b>
<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Excellent interpersonal and telephone skills.</li> <li>• Ability to build an appropriate rapport with clients and their family/carer, consultants and staff.</li> <li>• Demonstrated understanding of confidentiality and privacy legislation and ability to apply these principles at work.</li> <li>• Ability to establish office-based systems and procedures.</li> <li>• Ability to prioritise work and meet deadlines.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Experience in a Medical Practice or Hospital environment.</li> <li>• Knowledge of medical software called Genie.</li> <li>• Proven ability in managing medical record systems.</li> <li>• Clerical experience within a hospital/medical or health setting.</li> <li>• An understanding of Freedom of Information.</li> <li>• An understanding of the function of the Health Insurance Commission.</li> </ul>
<b>Key Performance Indicators</b>
<p>Your performance will be measured through your successful:</p> <ul style="list-style-type: none"> <li>• Demonstration of Western Health's values.</li> <li>• Participation in and satisfactory feedback through the annual performance review process.</li> <li>• Ability to maintain a safe working environment and ensure compliance with legislative requirements.</li> </ul>
<b>Additional Requirements</b>
<p>All employees are required to:</p> <ul style="list-style-type: none"> <li>• Obtain a police/criminal history check prior to employment.</li> <li>• Obtain a working with children check prior to employment (if requested).</li> <li>• Obtain an Immunisation Health Clearance prior to employment.</li> <li>• Report to management any criminal charges or convictions you receive during the course of your employment.</li> <li>• Comply with relevant Western Health clinical and administrative policies and guidelines.</li> <li>• Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures.</li> <li>• Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health.</li> <li>• Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health.</li> </ul>

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- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health.
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008.
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines.

### General Information

- Redeployment to other services or sites within Western Health may be required.
- Employment terms and conditions are provided according to relevant award/agreement.
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.
- Western Health is committed to Gender Equity.
- Western Health provides support to all personnel experiencing family and domestic violence.
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.
- Western Health is a smoke free environment.

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Employee's Name: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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