



**Huon Valley
Health Centre**
HUONVILLE & CYGNET

BOOK ONLINE
www.huonvalleyhealthcentre.com.au

PHONE 6264 2800
FAX 6264 2411
HUONVILLE 85 Main Road, Huonville TAS 7109

PHONE 6295 1333
FAX 6295 1233
CYGNET 14 George Street, Cygnet TAS 7112

EMAIL info@huonvalleyhealthcentre.com.au

Medical Receptionist Position Description 2019

Position Title: Medical Receptionist

Employment type: Part time or full time, 6 months paternity leave cover with scope for permanency

Award: Health Professionals and Support Services Award 2010 [MA000027]

Professional supervisor: Manager: Patient, Client and Staff Experience

Reports to: Managing Director and Manager: Patient, Client and Staff Experience

Position objective

- To provide high quality reception support to patients, doctors and staff at the practice in a caring and personable manner;
- Contribute to and/or lead development of innovative administration and customer service practices with the reception team;
- To provide flexibility in practice staffing arrangements.

Key Criteria

- Previous experience in medical reception or administration and qualifications eg. Certificate III in Business Administration or Certificate III in Medical Administration or Bachelor of Business;
- Pracsoft and Medical Director software experience highly desirable;
- A positive and happy personality who enjoys working in a busy and fast paced work environment;
- A long-term desire to work in medical reception and a passion for working with rural communities;
- Excellent interpersonal and communication skills with patients, their families and with other members of the general practice team;
- Well-developed skills in managing time, setting priorities, planning and organising workload;



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- Ability to work independently and also as part of a team, including ability to be self motivated and take initiative;
- Work within established practice policies and procedures;
- Ability to design and implement innovative and efficient administration processes;
- Current driver's licence;
- Able to meet a police/working with vulnerable people check.

Job requirements

Duties include but not limited to:

- Greeting patients and ensuring a welcoming waiting room experience;
- Managing telephone calls and emails and responding in a timely manner;
- Patient billing and scheduling patient appointments;
- Data entry, updating and creating patient files;
- Communicating with doctors, clinical staff as well as external third parties such as hospital, pathologies, GP clinic, radiology clinics and other specialist rooms;
- Faxing, scanning, emails;
- All general office duties including managing a very fast paced work environment;
- Attend practice meetings as required;
- Other administrative duties as directed by Manager.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, stand, walk and drive a vehicle. The employee must occasionally lift and/or move up to 5 kilograms. Specific vision abilities required by this job include close vision and distance vision.

While performing the duties of the job the employee may be exposed to infectious diseases or airborne particles. It is essential the employee strictly follow workplace health and safety policies and procedures in infection control and it is recommended that the employee participate in the annual staff influenza vaccination program.



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The position requires the employee to be capable of sufficient mobility to enable regular attendance at meetings.

Reasonable accommodations may be made to enable participants with disabilities to perform the essential functions.

Salary Rating

This position is fixed full time or part time paternity leave position until 30th November 2019.

The hours of work may vary as negotiated, within practice opening hours: Monday to Friday 8am to 6pm, Saturday 9am to 2pm.

This position has a three month probationary period at which time the incumbent will be reviewed for the position.

Salary review for this position is based on an annual performance appraisal (may or may not be appropriate).

Professional Development

The Huon Valley Health Centre is committed to the ongoing professional development for all its employees and encourages them to attend educational activities that will enhance the employee's ability to perform tasks at the practice. Attendance at activities that are during working hours must be negotiated with the employer, with reasonable notification.



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I understand this job description and its requirements. Furthermore, I understand this is not exclusive of the job functions and that I am expected to complete all duties as assigned or as necessary for the practice's success. The job description in no way constitutes an employment agreement.

Name.....

Endorsed by.....

Signed

Signed.....

Date

Date.....