

Position Title:	Medical Receptionist	
Hours:	Casual	Status: Casual
Location:	Cobram <i>All employees may be offered the opportunity to work across NCN Health should it be required and desired.</i>	
Department:	Administration - Cob	
Cost Centre:	Y2025	
Reports To:	Medical Clinic Manager	
Direct Reports:	Nil	
Key Contacts:	Internal: All Staff External: Consumers	
Position Description Issue Date:	17 th February 2020	
Classification/Grade:	HS1A	
Award/EBA:	10 - Managers and Administrative Officers - Victorian Public Health Sector (Health and Allied Services, Management and Administrative Workers) Single Interest Enterprise Agreement 2016 - 2020	
Probation Review:	Six month probation period applies	
Performance Review:	Performance review annually	

Over Values and Behaviours

Our culture is made up of our “Strive” and “Caring Together” values and behaviours, through which we commit to delivering ongoing quality health care for our communities.

Nathalia	Cobram	Numurkah
Integrity We engage others in a respectful, fair and ethical manner, fulfilling our commitments as professionals. We ensure the highest degree of dignity, equity, honesty and kindness.	Integrity We are fair, consistent and honest in all our actions. We do the right thing.	Respect We value that <i>all individuals</i> have the right to be supported in a way that maintains privacy, dignity and safety. We as individual employees commit to showing respect to all people and their roles within this organisation, our community or for any other person who comes in contact with Numurkah District Health Service.
Accountability We ensure quality patient care and use resources appropriately in an open and transparent manner.	Respect We listen to others and accept differences. We value diverse opinions.	Trust We will be honest, open and dependable
Collaboration We work as a team in partnership with our staff, our	Collaboration We commit to a common purpose and encourage participation and sharing of ideas.	

<p>community and other healthcare provides.</p> <p>Knowledge</p> <p>We create opportunities for education and health promotion.</p> <p>Excellence</p> <p>We are committed to achieving our goals and improving quality care by delivering efficient, safe, person centred, innovative, knowledge-based healthcare</p>	<p>Excellence</p> <p>We have a customer focus and always strive to improve. We set a high standard.</p>	<p>Compassion</p> <p>We will show empathy at all times on an emotional, physical, spiritual and cultural level.</p> <p>Responsibility</p> <p>We will be accountable for our own actions and behaviours. We will fulfil our role as employees of Numurkah District Health Service and in accordance with the Victorian Public Sector Commission Code of Conduct for public sector employees. We have a responsibility to provide a learning environment and we are responsible for our own development and learning.</p>
Role		
<p>This position is responsible for providing high level administrative, reception and clerical services in an efficient and pleasant manner.</p> <p>The Medical Clinic Receptionist duties involve greeting clients in person or by phone, production of documentation, filing, liaising with customers, patients, health care professionals and community members, receipting funds from clients and general administration support to staff.</p>		
Key Performance Indicators		
<ul style="list-style-type: none"> • Answer and directing phones to appropriate personnel in a professional manner • Provide a prompt and courteous level of customer service to all consumers and colleagues • Maintain confidentiality on all issues relating to the organization, clients and colleagues • Maintain accuracy of all general and medical records and filing • Display proficiency in use of NCN Health software • Proficiency in cash handling • Maintain bookings for the Medical Clinic 		
Key Selection Criteria		
<p>Mandatory:</p> <ul style="list-style-type: none"> • Satisfactory National History Criminal Check prior to commencement of employment (less than 6 months old) • Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment • A current Drivers Licence (if applicable) • Immunisation in accordance with Infection Control Guideline <p>Essential:</p> <ul style="list-style-type: none"> • Certificate III in Office Administration or equivalent or previous experience working in an administrative role • Ability to work in a busy office environment to self-manage demanding and changing workloads and competing priorities 		

<ul style="list-style-type: none"> • Excellent communication, interpersonal and organisation skills including demonstrated ability to liaise with people from diverse backgrounds • Strong working knowledge and experience using Microsoft Office (Outlook, Word and Excel) and ability to learn new systems • Sound accounting skills with ability to accurately receipt and balance money • Ability to communicate verbally and in writing • Demonstrated ability to work under pressure • Demonstrated capacity of using initiative and be able to work unsupervised <p>Desirable:</p> <ul style="list-style-type: none"> • Previous Health Service experience • Touch typing skills
Occupational Health and Safety (OH&S)
<p>All employees are expected to:</p> <ul style="list-style-type: none"> • Comply with safety instructions in their work environment and to familiarise themselves with OH&S procedures. Take reasonable care of their own health and safety as well as that of other people who may be affected by their conduct in the workplace. • Seek guidance about new or modified work procedures. • Ensure that any hazardous conditions are eliminated or minimised and that near misses and injuries are reported immediately to the Manager/Supervisor. <p>If the role includes people management duties, these include the requirement to manage the health and safety of people under your control and support the actions contained in NCN Health OH&S policies.</p>
Infection Control/Immunisation
<p>An effective, integrated organisation-wide Infection Control Program is dependent upon the support, recognition, motivation, commitment and integrity of all employees. All employees have a responsibility to maintain infection prevention and control knowledge levels commensurate with the requirements of the position description and to adhere to the organisation's Infection Control Prevention and Control policies and procedures at all times.</p> <p><u>NB: Persons born before 1966 do not require screening for MMR & Varicella</u></p> <p>Seasonal influenza immunisation is expected for <u>all</u> employees.</p> <p>Health care workers are classified by the category of work they perform and proof of immunisation may be required. This position falls under the following risk assessment category.</p> <p>Category C - Recommended - Measles, Mups, Rubella</p>
Education
<p>NCN Health is committed to education. All employees have a responsibility to undertake their own professional development and actively participate in the education of others. Mandatory Education is complied with annually in accordance with the Mandatory Education Guideline and other directives as notified throughout the year. Inter-professional education is strongly encouraged and supported and is integral to our health service.</p>
Health and Wellbeing
<p>The health and wellbeing of employees is a priority for NCN Health and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals.</p> <p>I commit to:</p> <ul style="list-style-type: none"> • Partaking in the promotion of the health and wellbeing of employees • Contributing to an inclusive and health promoting environment

<ul style="list-style-type: none"> Promoting our values An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making 	
Confidentiality	
<p>Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of NCN Health. Employees must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities employees must agree to preserve the confidential nature of this information.</p> <p>Failure to comply with this agreement may result in disciplinary action, up to and including termination of employment.</p>	
Quality and Risk Management	
<p>In order to ensure continued patient safety and quality of care:</p> <ul style="list-style-type: none"> Employees are required to participate in the development and maintenance of a quality service through the application of professional standards; participation in quality improvement activities; compliance with policies, procedures, practices and organisational goals and objectives of NCN Health. Employees are required to contribute to the development and maintenance of the NCN Health Risk Management Framework and apply the framework to identify, evaluate and minimise exposure to risk. Employees are required to abide by the Code of Conduct for Victorian Public Sector Employees. 	
Special Requirements	
<ul style="list-style-type: none"> A completion of pre-existing injury or illness declaration will be required prior to appointment to the position. All employees of NCN Health are bound to work according to the policies and procedures of NCN Health, the Industrial Agreements that provide their terms and conditions of employment, any Scopes of Practice and professional codes of conduct established for your profession, the Code of Conduct for Victorian public sector employees and the provisions of the Fair Work Act, as amended from time to time. All employees are required to familiarise themselves with these Policies and Procedures, Agreements, Scopes of Practice, Codes of Conduct and the relevant provisions of the Fair Work Act particularly those which relate to working harmoniously with other staff. 	
Jobs Demands Checklist	
<p>NCN Health have a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.</p>	
<u>Physical Demands</u>	
Sitting – remaining in a seated position to perform tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Occasional
Walking – floor type: even/uneven/slippery/indoors/outdoors/slopes	Frequent
Running – floor type: even/uneven/slippery/indoors/outdoors/slopes	Not Applicable
Bend/Lean Forward with waist – forward bending from the waist to perform tasks	Occasional
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling – remain kneeling posture to perform tasks	Not Applicable

Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Infrequent
Leg / Foot movement – use of leg and / or foot to operate machinery	Not Applicable
Climbing (stairs/ladders) – ascend / descend stairs, ladders, steps etc	Infrequent
Lifting / Carrying – light lifting & Carrying: 0-5 kg	Frequent
Lifting / Carrying – moderate lifting & Carrying: 5-10 kg	Infrequent
Lifting/ Carrying – heavy lifting & carrying: 10-15kg	Not Applicable
Reaching – arms fully extended forward or raised above shoulder	Infrequent
Pushing / Pulling / restraining – using force to hold / restrain or move objects toward or away from the body	Infrequent
Head / Neck Postures – holding head in a position other than neutral (facing forward)	Infrequent
Hand & Arm movements – repetitive movements of hands and arms	Frequent
Grasping / Fine Manipulation – gripping, holding, clasping with fingers or hands	Frequent
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving – operating any motor powered vehicle	Occasional
<u>Sensory Demands</u>	
Sight – Use of sight is an integral part of work performance e.g. viewing of X-Rays, use of computer screens	Frequent
Hearing – Use of hearing is an integral part of work performance, e.g., telephone enquiries	Frequent
Smell – Use of Smell is an integral part of work performance e.g., food preparation	Not Applicable
Taste – Use of taste is an integral part of work performance e.g., Food preparation	Not Applicable
<u>Psychosocial Demands</u>	
Distressed People - e.g., Emergency or grief situations	Infrequent
Aggressive & Uncooperative People – e.g., Dementia, mental illness, head injuries	Occasional
Unpredictable People – e.g., Dementia, mental illness, head injuries	Occasional
Restraining – involvement in physical containment of patients / clients	Not Applicable
Exposure to Distressing Situations - e.g., Child abuse, viewing dead / mutilated bodies	Not Applicable
<u>Environmental Demands</u>	
Dust – Exposure to atmospheric dust	Not Applicable
Gases – Working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes – Exposure to noxious or toxic fumes	Not Applicable

Liquids – Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not Applicable
Hazardous Substances – e.g., Dry Chemicals, glues	Infrequent
Noise – Environmental / background noise necessitates people raise their voice to be heard	Occasional
Inadequate Lighting – Risk of trips, falls or eyestrain	Infrequent
Sunlight – Risk to sunburn exists from spending more than 10 minutes per day in sunlight	Infrequent
Extreme Temperatures – Environmental Temperatures are less than 15 c or more than 35 c	Not Applicable
Confined Spaces – area where only one egress (escape route) exists	Frequent
Working at Heights – Ladders / stepladders / scaffolding are required to perform tasks	Not Applicable
Biological Hazards – e.g., exposure to body fluids, bacteria, infectious diseases	Infrequent

INCUMBENT STATEMENT

I acknowledge that:

- I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- NCN Health has a zero tolerance of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to NCN Child Safety Standards procedure.
- I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- NCN Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Employee Name:_____ Signature:_____ Date:_____