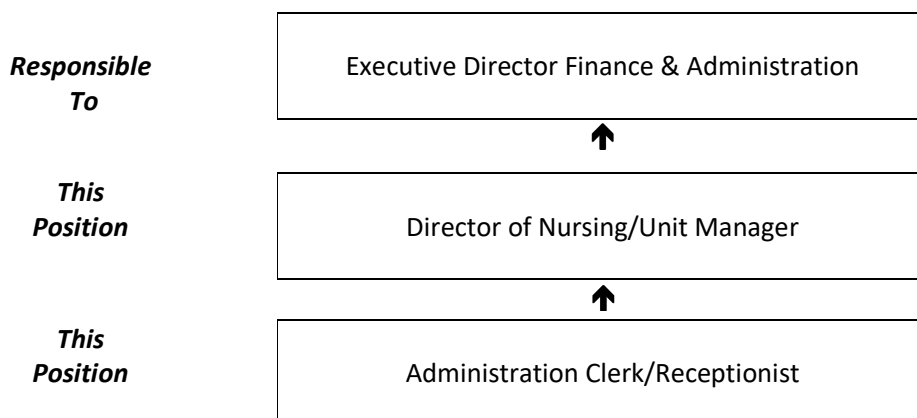
		<p>West Wimmera Health Service P.O. Box 231 NHILL, VICTORIA 3418 Telephone:5391 4222</p>	
Position	Administration Clerk/Receptionist		
Location	All Sites		
Award	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016 – 2020	Level	HS1A
Effective Date	May 2019	Next Review	May 2020
Position Overview	<ul style="list-style-type: none"> • First point of contact for all internal and external customers. • All day to day general administration duties. • Provide clerical support to Executive staff. 		

Primary Responsibilities	<ul style="list-style-type: none"> • Provide courteous and efficient service to all customers. • Maintain and operate the telephone console. • Manage appointment lists for visiting Community Health staff and other visiting Specialists. • Record and receipt all facility monies, issuing receipts for paid accounts and banking cash and cheques received. • Monitor, reimburse and reconcile petty cash. • Perform general clerical duties such as typing, photocopying, management of emails and ordering of administrative stock. Attend meetings as minute secretary. • Perform centre mail duties including the collection, registering, distribution and posting of centre mail. • Ensure administration supply stock levels are maintained at a level required for the efficient and effective operation of the reception/administration area. • Provide clerical support and assistance for Executive staff as required and including the entering of PayGlobal rostering/time and attendance data as delegated.
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<p>Primary Responsibilities (Cont)</p>	<ul style="list-style-type: none"> • Ensure timely management and maintenance of all aspects of the patient record, including correct labelling of documents, tracking and arranging for documents to be transported to Nhill for scanning. • Provide day to day support to centre staff in regard to Service fleet bookings on the Poolcar system. • Adhere to the Service’s Confidentiality Policy at all times. • Act in accordance with West Wimmera Health Service policies and procedures at all times • Participate in the Service’s ongoing Quality Activities and Mandatory Education programs. • Be aware of and comply with the requirements of relevant sections of the Occupational, Health and Safety Act, at all times. • Perform other duties delegated as reasonably required.
<p>Liaises with</p>	<p>Internal: All staff and departments. External: Community, external service providers.</p>

POSITION RELATIONSHIPS



SELECTION CRITERIA:

KEY SELECTION CRITERIA:

1. Excellent interpersonal, communication and organisational skills.
2. Excellent analysis, reporting and writing skills.
3. Previous experience in a receptionist, secretarial or administrative assistant role.
4. Competence in using and operating computer software packages including Microsoft Office suite of programs – Outlook, Word, Excel and Access.
5. Demonstrated ability to learn and use other software.
6. Ability to prioritise.
7. Capacity to multi-task.
8. Current driver’s licence.

CERTIFICATION:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Signature:	Signature:
Executive Director Finance & Administration	Administration Clerk/Receptionist
Date:	Date: