



## West Wimmera Health Service

### Position Description

<b>Position:</b>	<b>Allied &amp; Community Health Receptionist</b>
<b>Location:</b>	Based at Nhill but may be required to work at other sites as mutually agreed upon
<b>Reporting to:</b>	Executive Director of Community Health
<b>Division:</b>	Community Health
<b>Award:</b>	Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2021 - 2025
<b>Level:</b>	HS1 <u>or</u> Dependent on skills, qualifications and experience as per Award

#### Overview of West Wimmera Health Service

Our community is the heart of West Wimmera Health Service. We are committed to delivering the highest quality health services and ensuring our services meet the needs of our population.

We deliver services across a 22,000 square kilometer region, which is home to nine rural townships including Nhill, Goroce, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

#### Our Values

**Total Care - *delivering care that is safe, effective and person-centred, always***

**Safety – *providing a safe workplace and services free from avoidable harm***

**Unity - *working well together in a great place to work***

**Accountability - *doing the right thing by our stakeholders and ourselves***

**Innovation – *using our imagination - if there's a better way we will find it***

#### Our Strategic Directions

Strategy one	Empower our community to live their best life
Strategy two	Invest in population health
Strategy three	Build partnerships for healthier communities
Strategy four	Harness technology and innovation
Strategy five	Strengthen our workforce capacity

**Position Relationships:**

<b>Key Internal Relationships</b>	<b>Key External Relationships</b>
<ul style="list-style-type: none"><li>• WWHS Employees, including Allied &amp; Community Health Staff</li><li>• Executive Director Community Health</li></ul>	<ul style="list-style-type: none"><li>• Patients/clients/residents</li><li>• Visitors, community members</li><li>• External organisations and service providers</li></ul>

**Position Overview:**

Provide reception and undertake administrative tasks for the Allied and Community Health Department. As the first point of contact, greet clients upon arrival for their appointments with Allied Health Practitioners, and triage and schedule appointments according to priority.

**Key Selection Criteria:****Essential:**

1. Effective communication and organisational skills.
2. Worker screening clearance – police check, working with children check and DWES (Disability Worker Exclusion Scheme check).
3. Certificate in Business Administration or Reception.
4. Excellent analysis, reporting and writing skills.
5. Competence in using and operating computer software packages including Microsoft Office suite of programs – Outlook, Word, Excel & Access.
6. Demonstrated ability to learn and use other software.
7. Capacity to multi-task and ability to prioritise.
8. Immunisation history of COVID-19 vaccinations.

**Desirable:**

1. Victorian Driver's Licence
2. Qualification Certificate in Business Administration or Reception.
3. Previous experience working in Reception or Administration.
4. Knowledge of Cisco internet based telephone system, Computer equipment, Photocopier and Facsimile.

**Key responsibilities:**

1. Receptionist and first contact point of contact.
2. Triage and schedule allied & community health appointments according to priority.
3. Manage Centrelink Agency, including providing assistance to clients.
4. Statistical reporting for Allied and Community Health Departments.
5. Administration of Uniti system.
6. Staff Training (eg. Uniti, Telehealth, casual receptionist training)
7. Administration of Health Direct (Telehealth).
8. Assist with Intake tasks as required, as and when requested by the Executive Director of Community Health.

## **Statement of duties:**

### **Professional Practice:**

- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc.) and actively promote compliance to any such standards and legislation.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.
- Attend all required staff meetings and trainings.
- Work in accordance with West Wimmera Health Service's Code of Conduct and demonstrate commitment to the Service's core values.
- Recognise, respond and escalate changes in a patient's condition
- Ensure timely management and maintenance of all aspects of the digital patient records.
- Perform general clerical duties such as typing, photocopying, ordering of administrative stock.
- Answer telephone calls in a professional manner.
- Organisation, booking and management of Allied & Community Health appointments, including triage and scheduling of appointments according to priorities.
- Undertake receipting of customer monies and invoices as presented and regular banking of same.
- Demonstrate a commitment to positive promotion of the organisation within the community.
- Maintain professionalism and courtesy in dealing with patients, visitors, consultants and other staff.
- Ensure compliance to Service policies and protocols.
- Ability to work without supervision.
- Participate in professional education opportunities.
- Have the ability to cope with changing circumstances and quickly grasp new concepts.
- Have the ability to liaise with both internal and external stakeholders to the organisation and co-ordinate all relevant communications to them.
- Be willing to adapt to and embrace change.
- Other duties as delegated by the Executive Director/Executive Assistant from time to time.

### **Quality, Safety and Risk Management:**

- Ensure compliance at all times, with mandatory education competencies by the due date in accordance with WWHS policies and protocols.
- Ensure and take all reasonable care for your personal safety and the safety of patients, consumers, volunteers and colleagues.
- Participate in relevant quality improvement activities as directed by the Executive Director Quality & Safety.
- Identify and report relevant risks including those relating to human resource management, workplace culture and industrial relations and actively work other staff as appropriate to effectively manage such risks.

### **Communication:**

- Maintain a professional and friendly approach in all interpersonal communication with patients, consumers, volunteers and colleagues.

- Ensure effective and open lines of communication with other team members, customers, volunteers and WWHS management staff.
- Maintain confidentiality as per West Wimmera Health Service Policy and in accordance with relevant privacy and health records legislation.

**Direct Reports:**

N/A

**Appraisal:**

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

**Certification**

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

<b>Authorised By :</b> Executive Director of Community Health	
<b>Name:</b>	
<b>Signature:</b>	<b>Date:</b>

<b>Position Incumbent Name:</b>	
<b>Signature:</b>	<b>Date:</b>