Position description

Position title: Medical Receptionist  
Employer: Jean Hailes Foundation  
Location: Clayton and East Melbourne  
Department: Medical Clinics  
Supervisor: Practice Manager  
Date: March 2022

Background

Jean Hailes for Women's Health (JHF) is a national not-for-profit organisation dedicated to improving the knowledge of women's health throughout the various stages of their lives, and to provide a trusted world-class health service for women.

We combine research, clinical care and practical education for women and health professionals. Our key point of difference is the translation and dissemination of research and medical evidence into easy to understand health information, delivered in multiple ways, to suit our audiences.

Our aim is to inspire confidence to create healthier lives for all women, girls and gender diverse people.

Department

The Medical Clinics are responsible for the delivery of a wide range of high quality clinical services from our two clinics in East Melbourne and Clayton. The Foundation currently runs two well regarded multi-disciplinary specialist women’s health clinics in Melbourne.

Summary of position

The Clinical Receptionist provides overall administration support for the Jean Hailes Medical Clinics, their affiliated practitioners and facilitates patient care in line with organisational principles.

Key job requirements, responsibilities and ongoing performance indicators

General

Works under the direct supervision of the non-clinical team leader to achieve the following:

- Open and close the clinic for business
- Telephone management
- Appointment management
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- Billing
- Banking reconciliation
- Referral management
- Facilitate patient and visitor appointments
- Wait-list management
- Facilitate clerical needs for affiliated healthcare practitioners
- Patient record management
- Escalate patient complaints and feedback to Practice Manager
- Escalate HP complaints, feedback and queries to Practice Manager
- Working within COVID-safe plan
- Practicing and escalation of OHS concerns
- Maintain CPR and Defibrillation training
- Active participation in the non-clinical team meetings
- Other clerical duties as required

Relationships

Direct Reports
- None

Indirect Reports
- None

Internal Relationships
- Clinicians, Practice Nurses, Practice Administrative Staff, CEO

External Relationships
- Patients, Referring Clinic Staff, Pathology Collection, Medicare

Selection Criteria

Education level
Certificate IV in administration or healthcare is highly regarded.

Experience
Desirable
- Prior practical experience in a healthcare reception/administration environment
- Experience in not-for-profit and/or health sector preferred

Knowledge & Skills
Essential
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- Ability to work independently as well as in a team environment
- Well-developed time management and prioritisation skills including ability to manage multiple and competing demands
- Commitment to high level of customer service
- Excellent written and oral communication skills including the ability to effectively present information and respond to questions from internal and external stakeholders

Desirable
- Well-developed computer skills including MS Office Suite

Personal Attributes
- Demonstrated effective communication, organisational and interpersonal skills.
- Demonstrated ability to work as an effective member of a team.
- Demonstrated ability to contribute to a positive and learning-focused work environment with initiative and a proactive approach.
- A high level of interpersonal skills, which enable the appointee to liaise effectively with a wide range of people at a variety of levels, internal and external to the Foundation.
- Values collaboration, self-improvement and growth.

Workplace Policies and Practices

All Jean Hailes employees and contractors are required to familiarise themselves with the organisation’s policies and procedures and to abide by them at all times.

It is expected that at all times employees and contractors will:
- Be respectful towards the organisation, colleagues, consumers and stakeholders.
- Support the Jean Hailes vision and strategy and demonstrate the values of Jean Hailes.