

## Receptionist / Administration Officer

### Position Description

#### Our Practice

The Family Practice has provided holistic and accessible high quality health care to the community of the Capricorn coast since 1975. The practice is owned by seven GPs (Dr Julie Burke, Dr Scott Cooling, Dr Michael Donohue, Dr Rupert Savariar, Dr Kaverjit Gujral, Dr Nick Wong and Dr Geraldine Young) and operates across three practice locations in Central Queensland:

- Yeppoon Family Practice, 48 Normanby Street, Yeppoon
- The Family Practice (Emu Park), 23 William Street, Emu Park
- Complete Skin Solutions, 134 Elphinstone Street, Rockhampton

#### Mission Statement

To provide holistic, accessible high quality care, in partnership with our community and patients, being mindful of the physical, psychological, and spiritual well-being of the individuals and families in our care.

#### Selection Criteria

- The ability to maintain a high level of professionalism and confidentiality
- Excellent communication skills, written and verbal
- Well developed organisational skills, with the ability to manage and prioritise workloads to meet competing deadlines.
- Ability to work independently, show initiative and work productively within a team environment
- Ability to communication with a diverse range of people

#### Desirable

- Previous experience in a medical reception or similar administrative position
- Previous experience in the use of Best Practice medical software
- Working knowledge of Windows based software systems (eg, Word, Excel)
- An understanding of the Medicare Benefits Schedule
- An understanding of medical terminology, medical and allied health professional organisations and relevant stakeholders
- An understanding or experience in general practice accreditation and standards

#### Key responsibilities

##### Duties

In accordance with the practice policies and procedures:

- Answer the telephone in a courteous and professional manner
- Receive and convey messages in writing, verbally and electronically
- Liaise with patients and their families in a compassionate manner
- Liaise with GPs, other health professionals and their staff
- Make appointments
- Fax, scan, and file documents
- Prepare documents for mail-out
- Open, stamp appropriately and distribute incoming mail
- Type documents as required with a high level of accuracy
- Place orders for stationery and/or clinical supplies as directed or monitor stationery and/or clinical supply levels and place orders as required maintaining a working supply at all times.
- Book and organise staff and/or doctors meetings as directed
- Participate in ongoing professional development activities
- Contribute equitably to maintaining the cleanliness of the practice

- Maintain practice dress standards
- Any other administrative duties as directed by the Practice Manager or Principal doctor(s)
- Handling of cash, EFTPOS and other payments
- Ensure the practice building, rooms, car park and gardens are clean, tidy and accessible to all

### **Safety and quality**

- Participate in the practice risk management and quality improvement processes
- Record incidents and near-misses in line with practice policy
- Practice duty of care including meeting practice standards and accountability
- Maintain patient and practice confidentiality at all times
- Ensure the practice building and work spaces are conducive to a safe and practical work environment
- Work to clinical governance processes and standards

### **Position Review**

This position reports to the General Manager (or delegate - Practice Manager). This position will be reviewed in three months initially and then on an annual basis

### **Applicants require**

Current CPR training undertaken within the past three years or willingness to participate in such training

- A current Criminal Record Screening
- Work rights in Australia or be eligible for such

### **Hours of work**

The ordinary hours of the business is

- Monday to Friday 7.30 am to 6.30 pm
- Saturday 8.00 am to 12.30 pm
- Sunday 8.30 am to 12.00 pm

Employees are required to work a range of shifts (staggered start and finish times) on a roster basis to ensure the ordinary hours of the practice is staffed adequately.

From time to time the employee may be required to work reasonable additional hours, as necessary to fulfil the requirements of the position, or as requested by the employer. This may include working outside of business hours, during weekends and / or on public holidays.

### **Appointment factors**

The successful applicant will be required to:

- Undertake a pre-employment interview
- Provide appropriate references for contact as requested by the practice
- Participate in the practice orientation or induction program
- Participate in a performance appraisal process as required
- Actively contribute to the development of a culture consistent with the values of our practices (YFP Management Services Trust).