



Ord Valley Aboriginal Health Service

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Aboriginal Corporation ICN 275

JOB DESCRIPTION FORM

1. GENERAL DETAILS

Position Title	Medical Receptionist
Area/Unit	Medical Reception/Clinic
Line Manager	Medical Records & Reception Manager
Award	ACCHS - Modern Award
Employment type	Full time

2. POSITION OVERVIEW:

- Provide Medical Reception services to OVAHS clinic.
- To work as part of the OVAHS team in providing a quality and patient focused health care.
- Ensure the focus of care is on the needs of Aboriginal patients within the context of their cultural identity, family, and social circumstances.

Please note: ***Due to the nature of the Aboriginal Health Practitioner role, applicants must identify as Aboriginal and/or Torres Strait Islander as a genuine occupational qualification in accordance with section 50 (d) of the Equal Opportunity Act (1984).***

EMPLOYMENT SCREENING

Employees are required to demonstrate that they have undergone appropriate employment screening in accordance with OVAHS Policies. The following checks will be required for this role:

- National Police Check
- Working with Children Check
- AHPRA Verification Check
- Driver's License
- National Disability Insurance Service Check
- Other

3. PREREQUISITES AND KEY SELECTION CRITERIA

Essential	<ol style="list-style-type: none"> 1. Demonstrated experience as a receptionist, admin, or office worker. 2. Effective, efficient and in accordance with best practice and agreed standards and policies. 3. Knowledge and understanding of the issues pertaining to the health of Aboriginal people in rural and remote areas.
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	<ol style="list-style-type: none"> 4. Possess excellent interpersonal and communication skills applicable to working with clients, colleagues, and external services. 5. High level time management and organisational skills and the ability to carry out duties with minimal direction. 6. Able to perform duties as part of a multi-disciplinary health team. 7. Intermediate level of typing skills and formatting documents. 8. Intermediate level skills in the use of computer software, data entry and managing spreadsheets. 9. Excellent work attendance and punctuality. 10. Proof of Aboriginality from a Land Council required to meet 50(d) requirements of the Equal Opportunity Act.
Desirable	<ol style="list-style-type: none"> 1. Previous experience with Medicare billing. 2. Tertiary certificates in business or administration studies.

5. POSITION DUTY STATEMENT

1. Report directly to the Medical Records & Reception Manager.
2. Work within your own levels of practice and understanding and seek advice as needed.
3. Greet all clients in a helpful and welcoming manner.
4. Report any concerns however minor in regard to a client's health status to a clinician.
5. Use the client electronic system to enter all data for new clients and Medicare information.
6. Check each client daily that comes into the clinic via the MMEX Patient Comparison Tablet, this will ensure they only have one active file, if they have more than one file update, the file can then be merged into one single file by a DR. or NP.
7. Collect clients' demographic data for currency each visit and update.
8. Follow the procedure for scheduling and supporting clients to attend appointments.
9. Electronically enter Medicare details and update as needed and attend to Medicare billing after each client consultation.
10. Ensure quality of electronic medical records by diligence in inputting information and identifying and rectifying missing information.
11. Respond in an attentive manner to client complaints or feedback and report to line manager.
12. Maintain a high level of professionalism when communicating with all stakeholders.
13. Maintain the GP client recall system to ensure all reports, results and follow up care are coordinated with diligence.
14. Collect, correlate, and report on data for auditing purposes.
15. Attend to the scanning of documents into electronic records.
16. Carry out archiving and new file preparation according to organisational policies and procedures.
17. Check daily via PRODA online for client Medicare numbers that need updating, and to see what MBS items that client is due for and notify GP/Clinic staff.
18. Maintain strict client confidentiality as per OVAHS policies and procedures.
19. Relieve in other OVAHS reception areas as requested.
20. Liaise with your Line Manager to inform field officers of the need for client transport to and from the clinic.
21. Maintain a clean environment in medical reception and client waiting room and participate in maintaining and restocking reception paperwork and equipment.

6. ALL STAFF DUTY STATEMENT

General Duties

- Follow the policies and procedures documented in the OVAHS Quality Management System (QMS) and practice by guidelines, standards, code of ethics/conduct and statutory requirements applicable to your role as an OVAHS employee.
- Behave in a manner appropriate and respectful to local culture including gender sensitivities during work time and while representing OVAHS in the community.
- Participate in professional development activities and supervision as required.
- Undertake specific after-hours work, including attendance at training as required.

- Attending internal and external meetings as requested.
- Undertake relevant and appropriate multi-functional duties.
- Report relevant clinical cases or issues to line manager which may have possible legal implications.
- At all times maintain a professional relationship with patients, other employees, and visitors to OVAHS.
- Promote positive public relations with patients, peers, government and non-government agencies and services to achieve equitable outcomes for patients.
- Perform other duties as directed by Senior Management.

Governance: Organisational Safety and Quality Requirements

- Participates in the maintenance of a safe work environment and recognises acts on risks.
- Participates in an annual performance development review.
- Supports the delivery of safe and effective patient care and the consumers 'experience including participation in continuous quality improvement activities in accordance with the requirements of the ISO 2015: 9001 and RACGP Accreditation and the delegations on the Quality Management System (QMS).
- Completes mandatory training (including safety and quality training) as relevant to role.
- Performs duties in accordance with credentialing, Government Standards of Health Care Provision, OVAHS Organisational and Area/Program specific policies and procedures.
- Abides by the OVAHS Code of Conduct, National Health Practitioners Boards' Codes and Guidelines, Occupational Safety and Health Legislation, Disability Services Act, Road Traffic Act, and the Equal Opportunity Act.

Governance: Cultural Safety and Quality Requirements

- Participate in cultural safety and competence training and staff development.
- Respect and abide by the direction of Aboriginal employees in matters related to cultural safety.
- Support language access and communication.
- Forward grievances and complaints to allocated Senior Aboriginal employee.
- Support the input and participation, from the Aboriginal community and patients, in the development of continuous quality improvement in culturally safe services.

Administrative Duties

- Maintain statistics, administrative records, and client documents as per OVAHS policies and procedures.
- Produce report for OVAHS and funding bodies as required.
- Ensure maintenance of equipment and resources, including clinical equipment, IT equipment, vehicles, and phones.
Perform office duties including, but not limited to, photocopying, faxing, laminating, processing paperwork and producing minutes for meetings as requested.

NOTE: This job description is not intended to be all-inclusive. Employees may perform other related duties as negotiated to meet the ongoing needs of the organisation.