



Position Description

Medical Receptionist
Clinical Services
Wellington | November 2022



POSITION TITLE

Medical Receptionist
Wellington Aboriginal Corporation Health Service

LOCATION

Wellington – various locations

POSITION DESCRIPTION

The Medical Receptionist role is a front of house role located in our clinic. The focus of the role is to ensure the smooth communication between our clients and clinicians and to support the staff with the day to day administrative requirements of the Clinic.

The Medical Receptionist reports directly to the Team Leader Clinic and will be a part of the Administration and Transport Team that deliver a high level of customer service to all who walk through our doors.

KEY RESPONSIBILITIES OF THIS ROLE

- Maintain the privacy and dignity of clients at all times
- Act with tact and diplomacy when dealing with information of a highly sensitive nature
- Work within strict confidentiality guidelines, ensuring all personnel and/or client information is kept secure
- Front desk, provide a high level of customer service
- Phone, prompt and professional answering and transfer of calls
- Coordinate clinic appointments, update our patient appointment database
- Communicate and coordinate phone triage as required
- Accurately input primary client data
- Register all mail and distribute, register all incoming / outgoing faxes (if applicable)
- Ensure secure and accurate filing of all patient records
- Ensure reception area is kept neat and tidy
- Timely Reports provided as required
- Notifying clinicians of clients arrival
- Provide assistance and any needed support to clients during their visit
- Demonstrated knowledge and understanding of, respect for and compliance with culturally appropriate ways of working with Aboriginal individuals, families and communities
- Participate in any quality assurance activities as directed by the Team Leader

SKILLS AND EXPERIENCE REQUIRED

Essential Criteria

- Aboriginality
 - Previous experience in customer service.
 - Knowledge and understanding of the issues that impact on Aboriginal people and Aboriginal communities
 - Proven ability to work in a high-volume work environment
 - Experience in working independently as well as part of a busy team
 - Excellent communication, time management and organisational skills
- Working With Children and Criminal Record check clearances and a current NSW Drivers Licence

Note: Aboriginality is a genuine occupational qualification for the above position and is authorised under Section 14D of the Anti-Discrimination Act 1977 No. 48.

Desirable Criteria

- Qualification in Office Administration or a similar field
- High level computer skills including experience with patient appointment programs and patient information recall systems

WHO WE ARE

Wellington Aboriginal Corporation Health Service (WACHS) aims to empower targeted Aboriginal and Torres Strait Islander people to take control of their individual, family and community health and wellbeing needs through the community-controlled model. Our main services are located in Wellington, Dubbo, Moree, Western Sydney, Penrith, Nepean Blue Mountains, and we provide outreach services to other towns and communities through our regional programs

We are an Aboriginal Community Controlled Health Service offering Primary Health Care Services and an Integrated Care program, as well as a number of specialist clinical staff and AHW's, a Specialist Programs Unit incorporating Social & Emotional Wellbeing, Child & Family Support, Drug & Alcohol, Aboriginal Family Health, Aboriginal Local Support, a Healthy for Life (H4L) Program, Maternal & Child Health Worker, Aboriginal Health Workers, Youth Health Worker and Dietitian targeting Maternal & Child Health and Chronic Diseases, regional programs including Australian Nurse Family Partnership Program, Aboriginal Children's Therapy Team, Tackling Indigenous Smoking Program. Our staff are supported by an Executive Management Team located across our service areas.

www.wachs.net.au