

Job Description	GOS Medical Receptionist
Division:	Gascoyne Outreach Clinic
Reports to:	Practice Manager
Direct Reports:	NIL
Award / Agreements	Common Law Contract of Employment NES Fair Work Conditions
Approved by CEO	Endorsed by CEO (Deborah Woods) – 21/07/2021 Endorsed by CEO (Deborah Woods) – 21/07/2022 Updated & Endorsed by CEO – 15/09/2023 Reviewed & Endorsed by CEO – 31/07/2024

1. MISSION STATEMENT

GRAMS mission is to provide high quality and progressive health care to Aboriginal people.

2. POSITION PURPOSE

The GRAMS Gascoyne Outreach Medical Receptionist is responsible for providing excellent customer service to clients and visitors of the clinic via phone and in person. Duties include but are not limited to referring callers to the appropriate departments; making appointments for clients; assisting clients with forms and providing administrative support to the clinical staff. The occupant of this position must ensure that reception duties and the reception area runs smoothly, and assists with administrative tasks and other responsibilities as requested.

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the highest level of achievement in Equal Employment Opportunity. Work Health & Safety, Code of Conduct, Quality Improvement, Performance Management, Customer Focus and Confidentiality throughout the course of their duties.

3. KEY CUSTOMER AND STAKEHOLDER RELATIONSHIPS

EXTERNAL

- Liaises with a variety of government agencies, stakeholder representative groups and community groups.

INTERNAL

- Maintains close working relationships with other officers and team members of GRAMS.
- Given the range of tasks, this position has contact with most Aboriginal Community members.

4. RESPONSIBILITIES OF THIS POSITION

Key Result Area	Position Responsibilities
DUTIES	– Open the reception area and be ready to assist clients by 8:30am sharp. – Turn on all equipment (computers, Communicare, emails, printers,

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	photocopier, waiting room TV etc.) and check they are ready for use. e.g. have sufficient paper in if the equipment requires. – Ensure flags are up and gate/doors are open. – Switch off answering machine and take messages, sending to appropriate staff. – Attend to all clients and visitors who arrive at reception in a courteous and efficient manner, booking appointments or directing them to the appropriate person. – Print off transport list for Transport Officer. – Provide clients with regular updates on waiting times when GP's are running late. – Answer phone calls in a courteous and professional manner, redirecting calls and or taking messages as appropriate. – Check client details asking them for three identifiers (Name, DOB, Address) and ensure that contact and Medicare number details are up to date. – Identify clients needing urgent attention and call for assistance according to protocol. – Assist clients with paperwork to request new Medicare cards when needed. – Medicare claims to be sent to HIC Online at the end of each day. – Prepare appointment cards for specialists and allied health professionals e.g. podiatrist, dietitian, diabetes educator, cardiologist, optometrist, audiologist, and pediatrician. – Document in Communicare how the specialists' appointment cards are delivered to the client. – Disseminate feedback forms to specialist patient in the clinic. – Receive and convey messages in writing, verbally and electronically. – Liaise with GP's, nurses, and health workers on behalf of clients especially when a client is acutely unwell and needs urgent attention. – Open record (on mail register), stamp appropriately and distribute incoming mail.
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	– Prepare documents for outgoing mail. – Record all postal items to be sent in post book and put stamps on them. – Type documents as required with a high level of accuracy. – Undertake data entry as required. – Monitor stationary levels, reviewing inventory regularly and draft orders for management approval. – Send out recall letters to clients as required. – Check referral tray regularly. – Transfer test results calls and faxes, especially abnormal results, to designated nurse or GP. – Scan client documents into their files on Communicare. – At the end of each day make sure all computers are shut down, phone is switched onto answering machine, all equipment (photocopiers, waiting room TV etc.) are turned off and reception area is left in a neat and tidy state. – Ensure flags are down and gate/doors are closed. – Ensure filing cabinet is locked. – Ensure all documents are filed and stored appropriately. – Keep patient records up to date and file old records as required.
PROFESSIONAL DEVELOPMENT	– Uses self-assessment and peer review to regularly assess own competence. – Participates in performance management using the GRAMS Performance Appraisal Process. – Maintains skills in CPR and other relevant first aid as required.
OTHER	– Perform other duties as required or requested by GRAMS CEO or manager. – Participates in continuous quality improvement activities and applies quality improvement principles to all duties performed. – Attends workshops and training as required.

	– Attend and participate in Staff Development Days. – Identify and assist to reduce Work Health & Safety hazards and risks. – Follow the reasonable direction of Work Health & Safety representatives. – Contribute to the achievement of the objectives of GRAMS by providing a positive work environment.
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5. COMPETENCY PROFILE FOR THIS POSITION

Competencies are the specific knowledge, skills and attributes needed to successfully undertake the role.

JOB SPECIFIC COMPETENCIES

General skills, experience and knowledge

ESSENTIAL:

- Experience as a medical receptionist or similar administrative position.
- The ability to maintain a high level of professionalism and confidentiality.
- Ability to work independently, show initiative and work productively within a team environment.
- Ability to communicate with a diverse range of people.
- High attention to detail and accuracy.
- Good written communication skills – able to draft correspondence, edit documents and write instructional information.
- Excellent interpersonal and verbal communications skills – able to communicate and negotiate with clients and external visitors, managers and staff at all levels and present a professional image.
- Good time management skills with the ability to effectively plan, organise and coordinate own workload.
- Ability to work with minimal supervision and to work to deadlines.
- Excellent working knowledge of Microsoft Office software packages, including word, excel and power point.

DESIRABLE

- An understanding of medical terminology, medical and allied health professional organisations and relevant stakeholders.
- An understanding or experience in RACGP AGPAL Accreditation and standards.
- Working knowledge of Communicare.
- Working knowledge of Medicare billing system.

PRACTICE REQUIREMENTS

- You need to obtain a Police Clearance.
- A current Working with Children Clearance or able to obtain one.
- A current unrestricted vehicle driver's license.
- You can be tested for having used drugs at any time.

I certify that I have read and understood the responsibilities assigned to this position.

Name	
Signature	
Date	