



Job Description Form

Generic – Medical Receptionist

Health Services

Position details

Classification Level: 1

Award/Agreement: Public Service Award 1992 / PS CSA 2019

Position Status: Permanent

Organisation Unit: Corrective Services, Community Corrections, Health and Offender Management

Physical Location: Various

Reporting relationships

Responsible to: Various – Clinical Nurse Manager – SRN 3/SRN 4

This position: Generic – Medical Receptionist - Level 1

Overview of the position

The Health Services Branch provides a range of primary care services across WA to patients in custody. Services encompass interventions to identify and manage acute and chronic conditions (diabetes, cardiovascular disease, kidney disease, asthma); infectious diseases; sexually transmissible diseases and blood borne viruses; co-morbidity (mental health and alcohol and drug addiction services); and referral to specialist and tertiary services. Population focussed health improvement initiatives are also provided including health protection; disease prevention; infection control; communicable disease outbreak management; and immunisation. The Health Services Branch ensures that clinical effectiveness, consumer focus and quality improvement are embedded to assist DCS provide high quality, cost effective, safe and patient centred care.

The Medical Receptionist is responsible for providing medical receptionist support to the appointed health centre.

Job description

As part of the Health Services team, the successful applicant will be expected to:

- Always consider the unique risks associated with the Department's activities when undertaking all duties
- Communicate effectively, model integrity and respect in all interactions

- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity
- Operate within the Department's chain of command to coordinate activities required to meet the Department's strategic objectives.
- Work collaboratively with staff in other directorates and within the division to achieve common goals and best practice and facilitate business improvements as appropriate, demonstrated analytical problem solving skills, customer focus and alignment with Departmental strategic objectives;
- Drive and support organisational change and continuous improvement by actively contributing to achieve the Department's vision, mission and priorities; and
- Support cultural and management reforms within the Department.

Role specific responsibilities

- **Appointments**

Assists the Senior Medical Receptionist (SMR) in booking clinical appointments.

- **Medical Record Duties**

Communicates with Central Medical Records, coordinating documents for dispatching to Central Medical Records.

Communicates with departmental Pharmacy, relaying prescriptions and other related documents.

Maintains confidentiality by securing all health related information from unauthorised access.

- **Administration and Clerical**

Provides clerical and administrative support to the health centre staff.

Provides receptionist skills including managing phone enquiries, filing and general office duties.

Maintains a booking system for rooms and equipment.

- **Quality Improvement**

Participates in the identification and application of opportunities for continuous improvement within the Directorate.

- **Team Work**

Participates constructively and positively within the workplace team to achieve required outcomes.

- **Cultural Change**

Participates and contributes to a positive and innovative workplace environment.

- **Ethical Behaviour**

Demonstrates ethical behaviour in accordance with the Departments Code of Conduct.

- **Equity, Diversity and Occupational Safety and Health**

Applies the principles of equity, diversity, occupational safety and health in the workplace and behaves in accordance with relevant standards, values and policies.

- **Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.**

Job related requirements

In the context of the role specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

Shapes and Manages Strategy

The ability to understand the Department's values and objectives how they are relevant in assigned work, and to work under direct supervision to meet timelines and priorities.

Achieve Results

The ability to see tasks through to completion; rescheduling and reorganising work to reflect changes in priority. Applies own expertise to work tasks, learn new products and services and maintain accurate records and file.

Builds Productive Relationships

The capacity to responds under direction to changes in client needs and expectations, manage progress and keeps clients informed and provide prompt and courteous service, as well as the capacity to recognise the value of individual differences and work styles.

Exemplifies Personal Integrity and Self-Awareness

A demonstrated commitment to adhere to the Code of Conduct, behave honestly and ethically. Applies self to meet objectives, stay calm and professional under pressure, and provide accurate information to others. Provides accurate information, checks and confirms accuracy prior to release. Acknowledges mistakes and learns from them, and seeks guidance and advice when required.

Communicates and Influences Effectively

The ability to explain information using language appropriate to the client while limiting the use of jargon, listen and ask questions to ensure understanding and to confirm that the message has been understood and to discuss issues calmly.

Role Specific Criteria

- **Communication and Interpersonal Skill**

Communicating with a diverse range of people in a written and oral form.

Providing efficient customer service.

- **Time Management and Organisational Skills**

Operating a personal computer and various software applications including the MS Office Suite

- **Team Work**

Participating as a team member to achieve position outcomes.

- **Ethical Behaviour**

Behave in an ethical manner and in accordance with Equal Opportunity and Occupational Safety and Health legislation and relevant policies and standards. Maintaining patient confidentiality

- **Desirable**

Experience in managing electronic appointments/scheduling systems.

Special requirements/equipment

Nil

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Director Health Services

Signature: _____ Date: _____

HR certification date: February 2020