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| **Position Description – Allied Receptionist** | | | | |
| **Job Title: Allied Health Receptionist** | | | **Reports To:** General Manager Practice Operations | |
| **Purpose of the Position**  To organise appointments, maintain records and perform other tasks in order to ensure smooth and efficient functioning of the practice and provide an exceptional standard of service to our patients in a caring and supportive manner. | | | | |
| **Responsibilities:** The following duties are to be carried out in conjunction with the Practice Policy and Procedure manual where applicable. | | | | |
| RECEPTION  * Maintain confidentiality in regard to patient care and all aspects of the practice. * Greet patients and other callers at the practice in a courteous and efficient manner. * To answer the telephone promptly and courteously within 4 rings. * To make appointments for patients following set procedures. * To issue patients invoices/receipts and bulk bill as required * To enter and update patient information and notes in computer. * To deal with referring doctors, allied professionals, hospital staff, pharmacists etc courteously and efficient manner. * To deal with emergencies when necessary, following set procedures. * Attend to account queries if possible or refer problem to Accounts/Practice Manager. * Maintain reception and waiting room areas in a tidy and welcoming manner. * Ensure registration, patient information sheets, and information displays are correct and current with enough in supply. * Ensure patients are informed of possible delays. * Assist Allied providers by making phone calls, photocopying etc. as required * Record hours worked daily on timesheets * Preparing and recording outgoing mail and posting daily. * Type documents as required with a high level of accuracy * Scan, file and fax patient correspondence, results etc. As required * Maintain patient information, inactivate patients no longer attending or deceased, updating information, archiving. * Batching Medicare and Veterans Affairs * Balance daily receipts * Ensure Back up to USB * Ensure banking processed and banked each day as rostered | | | | |
| OTHER DUTIES  * Consistently be aware of OHS requirements and comply with them. * To actively participate in general staff meetings. * To attend training sessions in-house and external courses when required. * Housekeeping such as tidying and cleaning of waiting room etc. when necessary. * Undertake other duties as required from time to time by the Practice Manager and Allied providers. * Sterilisation of instruments | | | | |
| **EXPECTED BEHAVIOURS AND PERSONAL ATTRIBUTES**   * Demonstrated patient-focused approach providing exceptional service with genuine empathy and interest in their needs. * Excellent interpersonal and communication skills * Maintain practice dress standard and represent the practice in a confident and positive way at all times. * Undertake all duties in a diligent manner, with honesty and integrity. * Maintain absolute confidentiality regarding patient and practice information. * Have a vigilant attitude to accuracy, being prepared to double check as necessary. * Work cooperatively and independently. * Demonstrate ability to prioritise and organise, with attention to detail. * Demonstrate commitment to ongoing professional development | | | | |
| **EDUCATION, QUALIFICATIONS AND EXPERIENCE**  **Essential:**   * Basic knowledge of MS Word and Excel. * Knowledge of Best Practice * Ability to work independently and as part of a team * CPR/Triage training and/or experience   **Desirable:**   * Previous experience in an Allied practice environment * Minimum of one year’s experience in Allied receptionist/secretarial role. | | | | |
| **OTHER FEATURES:**   * Qualifying period of 6 months for all new employees. * May be required to have some immunisations. | | | | |
| **Approved By:** | Julie-Ann Wuttke | **Position Held:** | | General Manager Practice Operations |
| **Signature:** |  | **Date:** | |  |
| **Incumbent:** |  |  | |  |
| **Signature:** |  | **Date:** | |  |