

**Position Description**

**Medical Clinic / Administrative Worker Front Office**

**Sea Lake Campus**

**Our Vision:**

Leading our communities to excellence in integrated health and community services.

**Our Mission:**

To provide people of all ages with access to quality, person-centred care in the Mallee.

**Our Philosophy:**

Equitable and timely access to innovative models of care, supported by a local workforce that is engaged with the community.

**Our Services:**

Mallee Track Health and Community Service (MTHCS) is classified as a multipurpose service (MPS) and provides a range of services across all the Mallee Track Communities; a total area of 18,000 square kilometres. MTHCS services include community and district nursing, a broad range of community and allied health services, neighbourhood houses, early childhood education and care, and access to primary health care. In addition, medical clinics, acute medical care, urgent care and residential aged care are provided at Ouyen and Sea Lake.

**Public Sector Values**

As a Public Sector organisation, Mallee Track Health and Community Service adheres to the public sector core values. All staff are required to subscribe to the following values:

* **Responsiveness:** Providing frank, impartial and timely advice to the Government; providing high quality services to the Victorian community and identifying and promoting best practice.
* **Integrity:** Being honest, open and transparent in dealings; using powers responsibly; reporting improper conduct; avoiding real or apparent conflicts of interest and striving to earn and sustain public trust of a high level.
* I**mpartiality:** Making decisions and providing advice on merit and without bias, caprice, favouritism or self-interest; acting fairly by objectively considering all relevant facts and fair criteria and implementing Government policies and programs equitably.
* **Accountability:** Working to clear objectives in a transparent manner; accepting responsibility for their decisions and actions; seeking to achieve best use of resources and submitting themselves to appropriate scrutiny.
* **Respect:** Treating others fairly and objectively; ensuring freedom from discrimination, harassment and bullying; using their views to improve outcomes on an ongoing basis.
* **Leadership:** Actively implementing, promoting and supporting these values.
* **Human Rights:** Making decisions and providing advice consistent with human rights and actively implementing, promoting and supporting human rights.

**MTHCS Values**

* **Accountability:** We define our expectations and are accountable for our actions.
* **Excellence:** We set high standards and continually strive to improve on them.
* **Compassion:** We treat everyone with care, respect and dignity.
* **Teamwork:** We work collaboratively and in the spirit of partnership.
* **Integrity:** We endeavour to do the right thing in all circumstances, even if no-one is watching.
* **Transparency**: We are open and honest and embrace positive change.

**Mallee Track Health and Community Service is a smoke free workplace**

**DEPARTMENT: MTHCS Front Reception – Sea Lake Campus**

**POSITION TITLE: Medical Clinic / Administrative Worker Front Office Sea Lake Campus**

**RESPONSIBLE TO: Aged Care Finance Officer / Practice Manager**

**POSITION STATEMENT:**

This is a combined role of Medical Receptionist and Administrative Worker (Front Office) at the Sea Lake campus. This role requires the incumbent to maintain flexibility in their working capacity and move between both roles without disruption to the organisation. This position requires excellent communication and time management skills, is required to be able to work under direct supervision but also be able to work autonomously. This position requires developed problem solving skills and the ability to liaise with a broad range of clients within our communities. To ensure all patient, carer, visitor and health professional contact within the work area is carried out in a professional and safe manner ensuring patient confidentiality at all times.

**KEY SELECTION CRITERIA:**

**Essential:**

* Proven ability to apply high ethical standards, and represent MTHCS in a professional manner.
* Demonstrated aptitude to general computer operation and multiple software systems, including financial and client based systems.
* Sound communication skills with the capacity to communicate effectively with doctors, practice staff, patients and other health care providers.
* Efficient and effective problem solving skills.
* Commitment to a high level of customer service.
* Ability to protect patient confidentiality and privacy.
* Money handling skills and banking knowledge.
* Ability to be flexible between areas and prioritise workflow effectively.
* Current Victorian Driver’s Licence.
* Current Police Check.

**Desirable:**

* Previous experience in medical receptionist/secretarial role or office reception duties.
* Knowledge of the health care system including Medicare Australia.
* CPR and triage training and/or experience.
* Experience with specific social groups serviced by the medical clinic such as adolescents, aged care, migrant or refugee groups, Aboriginals and Torres Strait Islanders.
* Knowledge of medical terminology.

**KEY RESPONSIBILITIES:**

**Organisational**

* MTHCS has a responsibility to maintain current policy; it is the responsibility of all staff to ensure compliance with relevant regulatory requirements and MTHCS policies and procedures.
* Support systems that provide safe, high quality care that increases patient experience and patient centred care.
* To comply with MTHCS Code of Conduct.
* To ensure that MTHCS Infection Control guidelines are fully implemented.
* Demonstrate awareness and understanding of diversity and culture.
* MTHCS has a responsibility to maintain current policy; it is the responsibility of all staff to be aware of current policy.

**Professional**

* To ensure a high standard of care and accurate service to all customers of MTHCS Sea Lake Campus.
* To deliver reception and administrative support to customers, general practitioners and the administrative area of the Sea Lake Campus.
* To ensure all documentation is accurate and meets the requirements of both legislation and good practice.
* To provide general office duties plus, word processing, data entry/processing Patient accounts management, appointment making and medical record filing.
* To ensure all practice is in line with a quality improvement framework.
* To develop and maintain cooperative relationships across the Sea Lake Campus.
* To participate in Quality improving activities such as audits and surveys as required under the RACGP Standards for general practices.
* All duties as per specific task lists.
* Other duties as directed.

**Child Safe Organisation**

* Mallee Track Health and Community Service is committed to preventing child abuse, identifying risks early, and removing and reducing these risks.

**OCCUPATIONAL HEALTH & SAFETY AND ENVIROMENTAL -** All MTHCS employees will:

* Ensure that they take reasonable care to protect their own health and safety, and the health and safety of others.
* Use any equipment provided for health and safety purposes.
* Obey reasonable instructions given by MTHCS in relation to health and safety at work.
* Help MTHCS meet our duty of care, such as by undertaking hazard inspections.
* Comply with all MTHCS OHS policies and procedures
* Ensure they do not interfere with or misuse anything provided in the interests of health and safety

Section 21 of the Occupational Health & Safety Act 2004, requires an Employer to provide and maintain, so far as is reasonable and practicable, a safe workplace for all employees and ensure that no employee is placed at risk of injury while performing the duties and responsibilities required by their position.

To comply with this obligation, MTHCS requires all candidates/employees to have the mental and physical capacity to safely perform the inherent requirements of the position they are applying for (or have been appointed to).

If a risk is identified and fitness to safely perform the duties of the position needs to be determined, MTHCS with the agreement of the candidate/employee, will arrange an independent medical assessment to determine capacity to safely perform the inherent requirements of the position to minimise the risk of injury or aggravation of any pre-existing condition the candidate/employee may have.

**COMPULSORY TRAINING**

As per the schedule

**PERFORMANCE APPRAISAL**

Conducted as per appraisal schedule.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description, the legislative requirements and policies and procedures of the organisation.

**Signed:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

(staff member)

**Print Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Signed:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

(supervisor)

**Print Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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