

POSITION DESCRIPTION

Position Title	Medical Receptionist
Reports to (Title)	Team Leader -Administration
Executive Director	Chief of Mental Health and Cabrini Outreach
Department	Cabrini Asylum Seeker & Refugee Health Hub (the Hub)
Position Location	Northcote
Award/Agreement	Salary & Conditions in accordance with Contract of Employment
Delegation of Authority Level	Nil

Position Summary & Role Purpose

The Medical Receptionist is a key member of Cabrini Outreach's Asylum Seeker and Refugee Health Hub which provides free primary health care and mental health care to people seeking asylum and refugees. As the first point of contact for clients, visitors, staff and pro bono health professionals, the role is responsible for providing a warm and friendly welcome, attending to reception and administration matters professionally and efficiently, and working cooperatively as a member of the team to ensure the smooth day to day running of the service.

Key Result Areas

1 Key Responsibilities, Outcomes and Activities

1.1 Leadership

- Contributes to the quality and improvement of the administration team and service through sharing knowledge and experience.
- Contributes to the building of a trusted team environment, ensuring good communication, effective relationships and teamwork with colleagues, service partners and other related services.
- On request, assist with the development, review and update of administration policies and procedures.

1.2 Service provision

- Works with the Team Leader - Administration to maintain quality systems and processes to ensure the efficient and effective operation of the Hub.
- Orientates new employees, pro bono health professionals and volunteers to the service's physical layout, operating procedures, and safety and security protocols where required.
- Assists the Team Leader with staff training in the administrative systems used.
- Supports the team with the daily opening procedures ensuring the Hub is ready to receive clients.
- Ensures all information technology systems, practice management software (Medical Director/PracSoft), computers, telephones and printers are operational, and supports staff with attending to issues if they are not.
- Greets and supports clients, visitors, volunteers and pro bono health professionals warmly and directs them appropriately.
- Uses an interpreter when required to communicate with clients.
- Performs all general office and administration duties promptly, proficiently, and professionally (answering multi-line phone calls, managing the Hub's emails, faxing, scanning and filing).

- Registers new clients, creates an electronic medical record, and manages the day-to-day appointment booking system.
- As directed by treating clinicians, attends to client re-bookings or re-scheduling and follow-up/communication with external organisations.
- Assists Team Leader with Medicare billing, invoicing and reconciliation procedures.
- Assists the Team Leader and General Manager to maintain relevant databases and spreadsheets
- Liaises with relevant organisations and partner agencies such as Cabrini Health, St Vincent's Hospital Melbourne (SVHM) diagnostic services, pharmacies, Services Australia (ie Medicare) and other community organisations as required.

1.3 Quality and Resource Management

- Adhere to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and the Behaviours that Matter and role models professional behaviour to all staff.
- Manages resources responsibly, reviews the use of supplies and other inventory and suggests improvements to ensure optimum use.
- Responds to the need for flexible rostering in the administration team where required.

2 Work Health and Safety

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, clients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS managementsystem, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

3 Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

4 Child Safety

Cabrini complies with the Victorian Child Safe Standards, as updated in 2022. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies as amended from time to time including the following:

- Child safe organisational framework
- Child safety code of conduct

- Child safety reporting policy and procedure

Organisational Relationships

The Medical Receptionist:

- Reports directly to the Team Leader - Administration
- Additional operational support provided by the General Manager as required.
- Maintains a close collaborative working relationship with employed and pro bono medical, allied health and nursing staff as well as with other support staff and volunteers

Committee Membership

The Medical Receptionist will participate in the following meetings:

- Staff meetings.
- Supervision and de-briefing when required
- Other meetings as requested by the Team Leader - Administration or General Manager

Staff Development

The Medical Receptionist will demonstrate a commitment to lifelong learning and personal and professional development by:

- Participating in professional development programs.
- Maintaining own skills and knowledge.
- Displaying self-awareness and insight into their own and other's behaviours.
- Participating in performance reviews in accordance with Cabrini policy.

Key Competencies

The Medical Receptionist must demonstrate the following requirements:

Qualifications

No formal qualifications are required for this position although receptionist training or administration qualifications (ie Cert III in Health or Business) will be considered favourably.

Knowledge/Skills

- Demonstrated experience in medical practice reception work
- Experience or training in office practice environment including paperless office, file management and patient record security.
- Experience in relevant software systems including the Microsoft range of applications as well as medical records and appointment booking systems (eg. Medical Director/PracSoft) and HPOS (Health Professional Online Services)
- Excellent time management, organisational skills and attention to detail in all work.
- Excellent interpersonal and communication skills both in person and on the phone.
- Experience and/or willingness to work with the special demands of a multicultural workplace.
- Experience and/or willingness to learn to use interpreters when required.

Personal Values

- Personal alignment with Cabrini's Mission and Values.
- Warm, friendly and positive nature.
- Commitment to the plight of asylum seekers and refugees in Australia.

Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment / Employment Agreement.

Cabrini Mission, Values and Vision

OUR MISSION

Who We Are

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

What We Believe

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

What We Do

We provide excellence in all of our services and work to identify and meet unmet need.

OUR VALUES

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice

- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services” which is translated into our quality goals of 100% right care, 100% patient satisfaction and 100% staff engagement.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or Human Resources

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic

We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role

Authorised:



Chief of Mental Health and Cabrini Outreach

08/08/2023

Date