

POSITION DESCRIPTION

Position Title	Medical Receptionist/Administrator
Reports to (Title)	Business Manager, Cabrini Specialist Centres
Group Director	Group Director, Medical Services and Clinical Governance
Department	Cabrini Specialist Centre
Position Location	Various or all sites, Malvern, Brighton, Elsternwick, Hawthorn East
Award/Agreement	Salary & Conditions in accordance with Contract of Employment
Delegation of Authority Level	Nil

Position Summary & Role Purpose

The Medical Receptionist/Administrator will provide exceptional reception and administrative services to onsite doctors, patients, referring practitioners and allied health staff at the Cabrini Specialist Centres. This role will be required to work across multiple sites such as Cabrini Malvern, Cabrini Brighton, Cabrini Hawthorn East and Cabrini Elsternwick.

The purpose of this role is to make sure the reception / front desk area and the consulting sessions run smoothly to deliver excellent patient centred customer service. To provide accurate and timely interaction across Cabrini's hospitals, and other internal and external stakeholders across the network. As well as, consistently producing a high standard of communication (both written and verbal) to all participants at and across the Cabrini Sessional Consulting Suites.

Key Result Areas

1. Key Responsibilities, Outcomes and Activities

1.1 Leadership and management

- N/A

1.2 Operational Responsibilities

- Reception:
 - Log in to relevant practice management software make appointments and manage doctors clinics.
 - Meet and greet patients as their first point of contact at the Centre and direct them appropriately; advise them of any delays; handle general patient enquiries.
 - Check patients in for their appointments; register new patients quickly and efficiently.
 - Answer telephones and direct calls in a timely manner & appropriately.
 - Show initiative when dealing with patients with difficulties.
 - Arrange transportation for patients in appropriate circumstances.
 - Assist in the opening of the daily mail, its distribution to the correct parties, and act on any urgent correspondence.
 - Support all Centre team members with opening and closing procedures, daily practice administration and additional duties as requested.
 - Perform general office duties.

- **Administration:**
 - Schedule patient appointments, follow up and confirm bookings and handle general patient enquiries.
 - Must be able to understand and convey individual doctor's requirements/ processes to patients.
 - Record messages and make sure that they are attended to and brought to the attention of the relevant person in a timely manner.
 - Organise the week's consulting lists, generally for the following week. Identify patient records and/or pull files as necessary. Attend to changes to current week's lists as needed.
 - Book patients for admission to Cabrini and inform patients about the administrative aspects of procedure(s). Interact with Allied Health professionals as required.
 - Maintain stock of medical consumables in consulting rooms on a sessional or daily basis as determined from time to time. Notify the appropriate staff member or manager of any stock that is required or of changes that have been requested or of any problems that have arisen.
 - Liaise with related parties both internal and external, such as; diagnostic services, HIC, Medicare and Health Fund organisations as required, including follow up action on outstanding requests and claims, etc.
 - Accurately file patient histories and correspondence, electronically or otherwise.
- **Secretarial:**
 - Provide administrative support to nominated doctors.
 - Issue accounts correctly and process payment and issue receipts to patients.
 - Reconcile daily banking including EFTPOS.
 - Balance any cash float daily.
 - Exercise confidentiality in regard to patient care and all aspects of the Centre and its occupants.

It is not expected that a new staff member will be able to undertake all of these tasks immediately, but it is envisaged that competence will be achieved within a reasonable time to provide both the opportunity and flexibility to provide the broadest spread of reception and administrative support services.

1.3 Resource Management

- Adherence to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter.

1.4 Contributes to the achievement of professional expertise for self and direct reports through:

- Maintenance of ongoing personal professional development / continuing education.
- Personal application of the Cabrini management performance framework.
- Identifying, encouraging and monitoring the continuing development of others within a learning culture.

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, patients, 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 management system, 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 our patients, residents and 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/Administrator:

- Reports directly to the Business Manager Cabrini Sessional Suites.

Committee Membership

The Medical Receptionist Administrator will participate as a member of the following committees:

- Relevant external committees as a representative of Cabrini.
- As directed by the Business Development Manager Cabrini Specialist Centres.

Staff Development

The Medical Receptionist/Administrator will demonstrate a commitment to personal and professional development of self and staff by:

- Participating in professional development programs.
- Maintaining own skills and knowledge.
- Remaining up to date with contemporary human resources practices.
- Contributing to the Cabrini professional development program as required.
- Participating on performance reviews in accordance with Cabrini policy.

Key Competencies

The Medical Receptionist/Administrator must demonstrate the following requirements:

ESSENTIAL

Educational/Vocational

- No formal qualifications are required for this position although secretarial and administration qualifications will be taken into consideration favourably.

Registration

- N/A

Experience

- Experience and competence in medical reception and administration preferred.
- Experience in the use of patient practice management software systems such as Genie and or Clinic to Cloud.
- Computer literate and flexible with multiple & various systems.
- Excellent typing and word processing skills.
- Not easily flustered and of calm demeanour.

Knowledge

- Medical terminology.
- Understanding of interactions between private medical practice and hospital departments and services.

Conditions of Employment

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

Cabrini Mission, Values and Behaviours that Matter

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".

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 People and Culture.

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:



Group Director, Medical Services and Clinical Governance

25 March 2022

Date