



POSITION DESCRIPTION

JOB TITLE	Medical Receptionist
BUSINESS UNIT	UNE Life Health
REPORTING TO	Practice Manager
LOCATION	UNE Healthcare Centre
CLASSIFICATION	Health Professional & Support Services Award 2020
DATE	November 2023

PURPOSE OF THE POSITION

The Medical Receptionist performs a key role in the greater General Practice team through the provision of support to the team and patients.

The Medical Receptionist will organise appointments, maintain records and perform medical and other tasks in order to ensure a smooth and efficiently functioning practice that provides an exceptional standard of care to our patients.

All duties are to be carried out in conjunction with the practice’s policies and procedures.

ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.

One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided across 6 areas of focus, these include:

- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation, to graduation.
- Commercial Services - includes our retail outlets, food & beverage services, event management & catering, and Belgrave Cinema.



- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information - includes around-the-clock security services for the University.
- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.
- Health – includes UNE Healthcare Centre and UNE Life Health.

The UNE Healthcare Centre provides primary and secondary health care services to the University of New England's students, staff and the broader community, developing and maintaining close professional links with other medical centres in Armidale and the region. Located on the grounds of the Armidale Referral Hospital, the Centre is uniquely positioned to cater for the needs of all stakeholders.

Our success to date has been built upon our ability to deliver a financially viable business whilst maintaining a relentless focus on performance and service excellence.

UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We're committed – we do what we do because we believe in it.

KEY ACCOUNTABILITIES

RESPONSIBILITIES

Reception

1. Open and close clinic.
2. Greet patients and other callers at the practice in a courteous and efficient manner.
3. Answer the telephone promptly and courteously.
4. Schedule appointments for patients.
5. Issue patient invoices/receipts and bulk bill as required.
6. Enter and update patient registration details.
7. Manage calls from patients wanting test results by referring them to the practice nurse on duty.



8. To exercise confidentiality with regards to patient care and all aspects of the practice.
9. Maintain reception area in a tidy and welcoming manner.
10. Ensure registration forms, practice information sheets, and information displays are correct and adequately stocked.
11. Assist doctors and nurses by making telephone calls, photocopying, etc., as requested and required.

Administration

12. Prepare and record outgoing mail and posting daily.
13. Open and distribute incoming mail.
14. Type medical reports as required.
15. Scan and/or file patient correspondence, results daily, or as required.
16. Ensure computer back-up hard drive is changed daily.

Other Duties

17. To actively participate in general staff meetings.
18. To attend training sessions in-house and external courses when required.
19. General housekeeping such as tidying and cleaning of waiting room when necessary.
20. Undertake other duties as required from time to time as directed by the practice manager, nurses and doctors.
21. Maintain knowledge of, and comply with, workplace health and safety principles including infection control.

Note: *It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.*

EXPECTED BEHAVIOURS AND PERSONAL ATTRIBUTES

- Demonstrated patient-focused approach in service provision with genuine empathy and interest in their needs.
- Excellent interpersonal and communication skills.
- Always be well-presented, friendly, courteous and obliging.
- Represent the practice in a confident and positive manner 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.



- Demonstrate commitment to ongoing professional development.

KEY RELATIONSHIPS

Direct Reports:

- N/A

External Stakeholders

- Patients
- Community & other allied health professionals

Internal Stakeholders:

- General Practitioners (Dr's)
- Practice Manager
- UNE Life contractors
- UNE Life colleagues
- UNE staff and students

SELECTION CRITERIA

1. Certification as a Medical Receptionist in a primary healthcare setting, desired but not essential.
2. Experience within, and demonstrated understanding of, a general practice environment or similar, desired but not essential.
3. The ability to maintain a high level of professionalism and confidentiality.
4. Demonstrated ability to work independently and as part of a multidisciplinary team.
5. Demonstrated competence in the use of patient management software and/or strong computer literacy.
6. Excellent communication skills, written and verbal, with the ability to communicate with a wide range of people.

SPECIAL REQUIREMENTS

1. Willingness to work weekends and nights if required.
2. Current NSW Working with Children Check.
3. Current driver's licence and the ability to travel between sites as required



POSITION DIMENSIONS

Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			

