

Sorell Medical Centre Pty Ltd trading as
Sorell Family Practice

Position Description

RECEPTION COORDINATOR

Role of the Position

To work as a member of the management team to ensure continuous improvement of practice operation and achievement of goals and objectives. Ensure the smooth day-to-day operation of the reception area through supervision of staff and to provide the highest standard of patient care.

Principal Areas of Operation

Coordinate staff rostering, leave allocation and daily tasks including but not limited to Medicare batching, banking, staff breaks, and other administrative tasks as required. Liaise with the Management team on a daily basis to ensure open communication and clear direction for the reception team. Participate as part of the Management team in the decision making and operational planning for the Practice. Provide leadership, direction, instruction, and information to the reception team.

Management Responsibility

The position is directly accountable to the Practice Manager for personal performance.

Responsible, within the scope of reception and management of patients, for

- participating in the deliberations, discussions and decisions of the Management Team.
- developing, implementing and monitoring strategies, policies and plans for the reception area.
- establishing and directing operational and administrative processes.
- directing and coordinating the allocation of resources.
- monitoring work progress and performance and adjusting processes and resources to keep goals on track.
- Participate in the selection, training and performance of staff in the Reception Team.
- Provide guidance by leading, managing and developing the Reception Team
- representing the practice at meetings and seminars.

Skills Base:

Skill set	1	2	3	4	5
Leadership					Y
Management				Y	
Financial			Y		
Inter-personal					Y
Communications					Y
Organisational				Y	
Problem Solving				Y	
Technology			Y		

Knowledge Base:

Medicare Benefits System and billing arrangements

User-level practical understanding of *Medical Director & Pracsoft* software.

User-level practical knowledge of *Microsoft Office* software.

Working Knowledge of all in-situ equipment

Qualifications & Experience

Should have a level of skill commensurate with Certificate III or above

Prior experience in supervisory reception or administration positions, experience demonstrating leadership and high level of organisational skills is essential.

CPR/Triage training and/or experience

Training and/or experience in handling complaints, Medicare and health funds, basic infection control, safe handling & disposal of medical waste.

Resources:

The position has a dedicated workstation in the Management Office, but is also able to use available workstations in Utility Room as required.

Uniform is issued with item/s allocated per days worked.

Training:

Orientation and ongoing training in the Practices policies and procedures will be provided in the workplace. Arrangements for ongoing development are by agreement with the Practice Manager. Individuals may obtain limited financial support with external learning from the practice where activities are of mutual benefit.

Relief Arrangements:

In the event of leave, the essential responsibilities of this position will be undertaken by the Practice Manager and Admin team

Award & Classification

The position is classified as Support Service Employee Level 8 under the Health Professionals and Support Services Award 2010 [MA000027], rate will be commensurate with experience.

INDICATIVE TASKS & DUTIES

Leadership

- Lead the Reception Team by providing support, encouragement, guidance and training to all staff under supervision.
- Effectively delegate duties to members of the Reception Team where appropriate and monitor performance.
- Build & maintain relationships with staff founded on mutual respect and trust.

Management of Staff

- Ensure that all reception areas are staffed with appropriate numbers of adequately trained and experienced personnel.
- Manage the reception staffing roster considering patient demand and the availability of practitioners.
- Ensure that staff are aware of and act in accordance with established codes and protocols governing relationships and communications with patients and all clinical personnel.
- Ensure that staff are aware of and act in compliance with Practice policies & procedures.
- Provide effective guidance to staff under supervision and respond appropriately to situations where staff training and/or disciplinary action may be necessary.
- Contribute to the establishment and maintenance of the practice human resource management system.

Quality Service

- Manage patient appointment schedules in accordance with the availability of practitioners, and the requirements for coverage of training, nurse clinics, meetings, etc. across the practice.
- Respond effectively and calmly to emergency situations.
- Ensure ongoing maintenance of computer & paper based files, including change of address/telephone etc. Correct filing of all files/results/reports etc.
- Ensure correct scanning and archive of patient files and documents as appropriate.

Financial

- Ensure correct billing/receipting procedures are followed by reception staff including remit, reconcile and follow-up Bulk Claims using Electronic Data Transfer on a daily basis.
- Manage arrangements for the preparation and lodgement of daily banking and provide guidance fixing errors with patient billings.

General

- Build and maintain relationships with staff founded on mutual respect and trust
- Facilitate staff meetings
- Participate in training programs

Housekeeping

- Ensure Front Desk/Waiting room tidiness and practice information is readily available.
- Maintain high standard of dress and grooming for self and staff.
- Assist troubleshoot computer related problems.
- Assist with minor housekeeping and maintenance matters as necessary

Occupational Health & Safety

- Ensure compliance with legal requirements and ensure that precautionary measures are adhered to regarding the health and safety of employees, Doctors and visitors to the Surgery.
- Advise any potential hazards to Safety Officer and/or Practice Manager.
- Provide support to Fire Warden/s in accordance with emergency response procedures.

Security & Privacy

- Ensure confidentiality of information
- Ensure Practice Privacy Policy is complied with at all times.

Compliance

- Act in accordance with established codes and protocols governing relationship and communications with patients and all clinical personnel.
- Be aware of and act in compliance with practice policies and procedures

EXPECTED BEHAVIOURS & PERSONAL ATTRIBUTES

All personnel at Sorell Family Practice are expected to:

- Uphold the SFP vision, mission and values and seek ways to add value to the practice;
- Maintain genuine empathy and interest in patient needs;
- Practice good communication skills across all ages and social groups;
- Be always 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 accuracy, honesty and integrity;
- Practice only within the limits of educational preparation and competence;
- Work both cooperatively and independently;
- Demonstrate a commitment to ongoing personal and occupational development;