



Swan Hill
District Health



Inclusive

Compassionate

Progressive

Accountable

Medical Receptionist – Primary Health Medical Clinic Casual

The opportunity Casual Medical Receptionist has become available to join the Swan Hill District Health, Primary Health Medical Clinic team.

Our reception has extensive patient contact and is an integral partner to our clinical team. Reception duties include management of appointments, billing, scheduling of appointments and procedures and extensive usage of computerised medical records.

Working for Swan Hill District Health

Work/life balance is of the utmost importance to us here at Swan Hill District health, as well as a small country town lifestyle we endeavour to give our employees:

- Advanced training opportunities
- A professional and committed workforce
- Variety in work and a sense of achievement for the community

Want More Info?

Contact Samantha Hellsten, Practice Manager, PH: 03 5033 9911 or E: shellsten@shdh.org.au

Applications including the names of three referees should be forwarded to: employment@shdh.org.au.

Applications will only be accepted if they address the Key Selection Criteria and include an APPLICATION FOR EMPLOYMENT FORM. Email applications are preferred.

Closing date: 14/02/2025

This is an Equal Opportunity Position



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| Position: | Reception / Administration – General Practice |
| Classification: | HS1 |
| Department: | Primary Health Medical Centre |
| Reports to: | Practice Manager |
| Position Summary: | Purpose of position To maintain an efficient and smooth functioning of the practice where the patient is at the centre of care. |
| Responsibilities: | <p>Administration</p> <ul style="list-style-type: none"> • Open, scan and distribute incoming mail. • Scanning and/or filing patient correspondence, results etc. • Batching Medicare and Veterans Affairs. • Banking <p>Reception</p> <ul style="list-style-type: none"> • Open and Close clinic as per set procedure. • To greet patients and other callers at the Practice in a courteous and efficient manner. • To answer the telephone promptly and courteously. • To make appointments for patients following set procedures. • To issue patients invoices/receipts and bulk bill as required. • To enter and update patient registrations and patient Notes in computer. • To deal with referring doctors, hospital staff, pharmacists etc courteously and helpfully. • To deal with emergencies when necessary, following set procedures. • Transfer test result calls to doctor or take message. • Attend to account queries if possible or refer problem to Manager. • To exercise confidentiality in regard to patient care and all aspects of the practice. • Ensure abnormal result policy is adhered to. • Maintain reception area in a tidy and welcoming manner. • Ensure patients are not required to wait excessive periods of time for an appointment, and that patients are informed of possible delays. • Assist doctors and nurses by making phone calls, photocopying etc. • Maintain patient contact register to ensure all significant results are followed up as per the Clinic policy. <p>Other Duties</p> <ul style="list-style-type: none"> • Be available to work additional hours as required, including participation in the weekend roster. • To actively participate in general staff meetings. • To attend training sessions in-house and external courses when required. • General housekeeping such as tidying and cleaning of waiting room etc. when necessary. • To undertake other duties as required from time to time by the Practice Manager, Nurses and Doctors in line with skills and responsibilities. • Knowledge of occupational health and safety principles including infection control. • Consistently be aware of OHS requirements and comply with them. |

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| Key Selection Criteria: | <p>Essential:</p> <ul style="list-style-type: none"> • Excellent Customer service skills • Demonstrated ability to communicate with people of varied backgrounds. • The ability to show empathy and kindness under pressure • Current National Police check • Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers), through either documentation or copy of serology report. It is required that there is immunization for all vaccine preventable illnesses. <p>Desirable</p> <ul style="list-style-type: none"> • Experience in a busy reception environment. • Proven ability to pick up in house computer systems. |
| Salary/Award: | Salary in accordance with Allied Health Professionals (Victorian Public Health Sector) <i>Single Interest Enterprise Agreement</i> . |
| First Nations: | Swan Hill District Health would like to acknowledge First Nations communities of Wamba Wamba, Wadi Wadi, Barapa Barapa, Latji Latji and the Tatti Tatti people on whose land, we work and live. We pay respect to all Elders past and present and honour their connection to the land and water. |
| Continuous Quality Improvement: | <ul style="list-style-type: none"> • Each staff member is expected to demonstrate a commitment to best practice. • All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care. • All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards. • It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies & Protocols. |
| Person Centered Care: | <p>The Health Service supports in its values the philosophy of Person Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.</p> <p>We recognize diversity is part of every person & as such providers of health care must be actively involved in developing models of care that are person centered.</p> |
| Child Safety: | <p>All children have the right to feel and be safe. Keeping children safe is everyone's responsibility. SHDH is committed to providing a child safe environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them.</p> <p>SHDH have zero tolerance to child abuse.</p> <p>Each employee has a responsibility to adhere to this requirement. Any breach of this standard will result in disciplinary action.</p> |
| Our Purpose: | <p>Connected Care / Best Experience</p> <p>SHDH commits to meet the growing health care needs of our community through our new vision to provide better-connected care and to achieve the best care experience.</p> |
| Privacy and Confidentiality: | SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing |

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| | <p>high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.</p> <p>Each employee has a responsibility to adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.</p> |
| Mandatory Training: | All employees must be aware of and complete designated mandatory training within the required time frame. |
| Safety: | <p>RESPONSIBILITIES: It is the responsibility of every staff member to:</p> <ul style="list-style-type: none"> • Take reasonable care for your safety and the safety of others while at work. • Report accidents, incidents and potential hazards as soon as reasonably practicable to your supervisor and record on VHIMS reporting system. • Advise your supervisor if you have an injury or illness that may affect your ability to perform the inherent requirements of your position. • Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual. • Complete all Mandatory training requirements as identified and directed. • Comply with the Occupational Health and Safety Act and all SHDH O.H. & S. online Policies and Procedures. |
| Asset Management: | Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols. |
| Review: | Completion of My Work Plan on a yearly basis. |
| Previous Revision dates: | Dec 2019, May 2021 |
| Current: | NOV 2021 |
| Managers Name: | Dr Rex Prabhu, Director Medical Services |
| Managers Signature: | |
| Employees Name: | |
| Employees Signature: | |



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| Position Applying for: | |
| How did you hear about this vacancy? | <input type="checkbox"/> Current Employee <input type="checkbox"/> Word of mouth <input type="checkbox"/> Newspaper Ad <input type="checkbox"/> Radio Ad <input type="checkbox"/> Seek <input type="checkbox"/> Search engine <input type="checkbox"/> Social Media <input type="checkbox"/> SHDH website <input type="checkbox"/> Other, please specify..... |

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| First name: | | Last Name: | |
| Date of birth: | | Country of birth: | |
| Postal Address: | | | |
| Contact | Phone | Email | |
| Are you of Aboriginal/Torres Strait Islander Origin? <input type="checkbox"/> No <input type="checkbox"/> Aboriginal <input type="checkbox"/> Torres Strait Islander <i>(This question is voluntary)</i> Do you wish to be identified under this category? <input type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| Are you an Australian Citizen or Permanent Resident: <input type="checkbox"/> Yes <input type="checkbox"/> No Date of Grant/...../..... If no, what is your current Visa Status – Visa type _____ Expiry date/...../..... Place/Country of issue: _____ Issue Number: _____ Do you require sponsorship? <input type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| <u>PLEASE ATTACH VISA DETAILS AND/OR STATUS INFORMATION WITH YOUR APPLICATION</u> | | | |

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| Conditions of Employment |
| Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for: Initial employment is subject to: <ul style="list-style-type: none"> • 6 months' probationary period (<i>with a review at 3 months.</i>) • Requirement to work any shift • Requirement to work in any department as required Hours of Work – <input type="checkbox"/> Full Time <input type="checkbox"/> Part time <input type="checkbox"/> Casual <input type="checkbox"/> Fixed Term Alternatively, please state availability: |

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| Discipline/Misconduct |
| Have you experienced discipline or misconduct action at any previous employment? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes , please provide details: |

Police Check & Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment. It is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

Do you have a current Police Check?

Yes (please provide) No, but I am willing to get one if my application is successful.

Do you have a current Employee Working with Children Check?

Yes (please provide) No, but I am willing to get one if my application is successful.

Pre-existing Health & Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

Disclosure advice: - (to be completed by the applicant)

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

Signature of applicant: _____ **Date:**/...../.....

Enquiries can be directed to: Recruitment Services P: 03 5033 9499, E: employment@shdh.org.au

The Application for Employment form is required to be submitted with the following documents:

- Covering letter in support of application
- Response to Key Selection Criteria
- Resume
- Qualification evidence or supporting documentation
- Visa Detail (if relevant)