



## Position Description Medical Receptionist

<b>Role title:</b>	Medical Receptionist
<b>Department/location:</b>	Clinic
<b>Immediate Manager:</b>	Manager of Clinical Services
<b>Manager one-removed:</b>	Chief Executive Officer
<b>Employment arrangement:</b>	Permanent Part Time
<b>Award and Classification:</b>	Family Planning Tasmania Enterprise Agreement 2015 Administration Officer Level 1

### Position Purpose

To act as the first point of contact for clients and visitors and provide high quality reception and administration services to clients, staff and members of the public in accordance with FPT's policies and procedures.

### Operational Context

This role is the main interface between our clients and clinicians and is crucial to ensure effective and efficient delivery of clinic services and support.

### Autonomy

Works under minimal supervision and self-prioritises work. Work is reviewed in conjunction with the Practice Manager in line with key performance indicators. Regular reviews will be undertaken to ensure time lines and tasks are achieved.

### Key Competencies

#### 1. Excellent Customer Service:

- Greet patients and others in a courteous and efficient manner
- Convey a caring attitude, comfort patients as required, anticipate and ease patient's anxieties and promptly attend to distressed patients and emergency situations.
- Advise patients of any delays and the FPT billing policy.
- Respond efficiently and effectively to phone enquiries, direct calls, take and manage messages.

#### 2. Communication/ Interpersonal Skills / Teamwork

- Demonstrate skills in managing information in a discreet, professional and confidential manner;
- Experience in relating to a diverse range of people and social backgrounds;
- Demonstrate high level of interpersonal and communication skills, both written and verbal;
- Use language and written communication appropriate to client needs
- Ability to work efficiently and effectively both independently and as part of a multidisciplinary team;
- Maintain a co-operative relationship with team members by exchanging and imparting information, especially at the beginning and end of each shift, to maintain work flow.
- Inform patients of fee structure and billing policy when making an appointment. Reinforce policy with other patients as required.
- Attend and proactively participate in staff meetings and professional development and training as and when required.



**3. Administration / Accounting / Data collection**

- Maintain, manage, update and archive electronic records and filing as necessary according to FPT guidelines.
- Process incoming and outgoing mail and faxes according to FPT guidelines.
- Photocopy and scanning of documents;
- Recording and managing the banking of cash and petty cash received in the clinic.
- Accurately record and report clinic statistics and activities.
- Manage, order and audit resources and stocks, as required.
- Maintain patient accounts by collecting, recording and updating personal and financial information.
- Uphold the practice financial policy and thereby assist in controlling debt.
- Accurate billing of patients.
- Daily processing, checking and balancing of the banking.
- Batching of Medicare and DVA forms and submitting claims to HIC.

**4. Time management / Problem Solving / Attention to detail**

- Organise bookings and coordinate clinic visits to support smooth running of doctor and nurse clinics.
- Ensure reception and waiting areas are clean at all times.
- Prioritise and manage deadlines

**5. Computer / Keyboard / Technical skills**

- Demonstrated computer and keyboard skills and other technology associated with position;  
E.g. Phone system, photocopier, TYRO, scanner, Best Practice software, Microsoft Word, Excel and Outlook

Perform all other duties, for which you are reasonably trained and skilled to undertake to fulfil the responsibilities of the position.

**Generic Accountabilities – for all Employees**

1. Ensure personal and team contribution to support overall team effectiveness.
2. Monitor and report performance against KPIs and take corrective action as required.
3. Provide a safe working environment within your area of responsibility, supporting a ‘safety first’ business culture.
4. Ensure compliance with Statutory and Regulatory requirements, and FPT policies, processes and procedures.
5. Adhere to all policies, protocols and procedures of Family Planning Tasmania.
6. Actively participate in quality assurance activities including the revision of standards of care, policies and procedures.
7. Emulate FPT values in all work related activities.

**Role Relationships**

Key internal relationships	Key external relationships
<ul style="list-style-type: none"> <li>● Regional Clinic Staff</li> <li>● State-wide Medical Receptionists</li> <li>● Manager of Clinical Services</li> </ul>	<ul style="list-style-type: none"> <li>● Clients</li> <li>● Visitors</li> <li>● Stakeholders</li> </ul>



## Our Values

We demonstrate **EXCELLENCE** through:

- **Leadership**
  - We continually strive to be the leaders in sexual and reproductive health in our profession
  - We role model our values and lead by example as we deliver on our vision and strategy
- **Research and evidence**
  - Our professional practices are grounded in research and evidence
  - We are active learners and will maintain and develop our specialist skills

We demonstrate **EQUITY** and **EQUALITY** through:

- **Advocacy**
  - We promote the rights of all people to live free from discrimination
  - We proactively support people to safely and respectfully express their sexuality
- **Accessibility**
  - We promote equal access to our programs and services
  - We respect the right to self-determination
- **Social Justice**
  - We adhere to the principles of social justice
  - We will actively work to ensure we provide equitable programs and services

We demonstrate **INTEGRITY** through:

- **Honesty and Ethical Behaviour**
  - We are authentic and honest in all our interactions
  - We are consistent and authentically care for our clients and each other
- **Drive and Accountability**
  - We are accountable for our work and follow-through on our commitments
  - We have drive and commitment and are prepared to take calculated risks for organisational benefit

We demonstrate **COLLEGIALITY** through:

- **Openness and Respect**
  - We engage openly, respectfully and constructively with each other
  - We actively listen and keep an open mind
  - We respect each other, and the different perspectives we bring
  - We treat each other and our clients as equals who we value
- **Collaboration and Trust**
  - We work as a team and towards our shared goals
  - We trust each other to support and challenge us to be the best
  - We trust our colleagues and the expertise and experience they bring
  - The decisions we make are equitable and openly communicated



## Our Philosophy

Family Planning Tasmania will promote and deliver its services to consumers in accordance with the following Philosophy.

Family Planning Tasmania believes that:

- Human sexuality is an integral part of life. It is shaped by gender, and by social, political, spiritual and cultural factors, and is subject to lifelong dynamic change
- Everyone has the right to live free of discrimination, regardless of their age, gender, sexual orientation, marital status, ethnic background, religion or disability
- Everyone has the right to express their sexuality, provided they do not violate the rights of others. FPT recognises the right of all people to self-determination in the control of their fertility and to the enjoyment of satisfying and responsible sexual expression
- Everyone has the right to make informed choices about sexuality and to take responsibility for their own sexual and reproductive health; therefore everyone has the right to
  - unbiased and up-to date information about sexuality, and sexual and reproductive health matters
  - an awareness and understanding of sexual feelings
  - equity of access to appropriate health care services, including sexual and reproductive health care services and
  - lifelong learning about sexuality as an integral part of living.

Family Planning Tasmania aims to provide sexual and reproductive health clinic and education services that are consistent with these beliefs and with commonly accepted principles of social justice. The staff and Board of Family Planning Tasmania are committed to providing services in a manner that recognises the rights of individuals to be consistently treated with a non-judgemental, non-discriminatory, considerate manner, respecting their right to privacy and confidentiality.

All of Family Planning Tasmania's policies flow from the above beliefs.



## Strategic Plan 2016 – 2019 (one-page summary)

*Our VISION* - Every Tasmanian has access to information, education and services to support their reproductive and sexual health

*Our MISSION* – To lead programs, services and advocate reforms that will improve relationships and the reproductive and sexual health of Tasmanians

*We deliver COMMUNITY OUTCOMES that*

- Increase access to a full, safe and effective range of reproductive and contraceptive options
- Reduce rates of teenage pregnancy
- Reduce rates of sexually transmitted infections
- Increase age-appropriate reproductive and sexual health literacy
- Increase access to information, training and education to support respectful relationships
- Improve health promotion and advocacy that benefit relationships, and the reproductive and sexual health of Tasmanians

*Our DELIVERY STRUCTURE includes a focus on*

Clinics	Education and training	Health promotion and advocacy	Management and governance
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*Our VALUES are demonstrated through*

Excellence	Equity and equality	Integrity	Collegiality
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*Our STRATEGIC ENABLERS include*

**People:**

- Human resources framework that empowers and develops staff
- Community engagement and health promotion built on consultation
- Service culture of excellence and innovation based on practice and evidence

**Resources:**

- Asset management that supports sustainable services
- Information technology that supports knowledge management, research and best practice
- Financial resources that enable reinvestment in programs and services to build long-term sustainability

**Services:**

- Expertise and reach of clinical and educational services
- Community empowerment through education, information and advocacy
- Partnerships that achieve our vision and mission



## Version Control

Version Number	Date	Notes
Version 1.0		Original version
Version 2.0	November 2014	Updated by Practice Manager
Version 3.0	23 <sup>rd</sup> November 2015	Updated by Practice Manager
Version 4.0	16 <sup>th</sup> January 2016	Updated by Practice Manager
Version 5.0	7 <sup>th</sup> July 2016	Updated Practice Manager
Version 6.0	31 <sup>st</sup> July 2017	Updated Practice Manager