



***Clinic Receptionist (Identified position)
2 positions – 12 month contracts***

Closing Date is Thursday 28 June 2018 at 5 pm

Pursuant to Section 14 of the Anti-Discrimination Act 1977 (NSW), Australian Aboriginality is a genuine occupational qualification for this position

Thank you for applying for the above position.

The Organisation

Galambila is an Aboriginal Community Controlled Health Service located in Coffs Harbour, NSW. As a leading provider of high quality, culturally appropriate, comprehensive primary health and related care services, Galambila serves the Aboriginal communities of Coffs Harbour, Urunga, Bellingen and Woolgoolga.

Important Information

Galambila is an equal opportunity employer and all applications for vacancies are based on merit. People of Aboriginal and Torres Strait Islander background, women and people with disabilities are encouraged to apply. Applicants must be Australian citizens or permanent residents or have legal entitlement to work in Australia.

Galambila is committed to creating a Non-Smoking environment and smoking is prohibited in Galambila buildings, grounds except where designated and vehicles.

Salary

Galambila offers the following attractive salary package for the position of Clinic Receptionist:

- Commencement Salary \$44,340.40
- Benefits include 11% superannuation, salary sacrifice, training and development & Employee Assistance program

How to apply

The application pack includes:

1. Position Description
2. Selection Criteria
3. Applicant Details Form

Candidates will need to complete the enclosed Details Form and provide a brief statement that addresses all essential and desirable criteria. Your application must be submitted before the closing date.

Email to hr@galambila.org.au or in person to Galambila, Cnr Harbour Drive & Boambee Street Coffs Harbour NSW 2450

Or Post, marked *Confidential* to:

Mary Malouf
Galambila AHS Inc.
PO Box 1431
Coffs Harbour NSW 2450

For further information or inquiries please ring Mary on (02) 6652 0850
Incomplete or late applications will not be considered for interviews. Applications must be received on or before Thursday 28 June 2018



APPLICANT DETAILS

POSITION APPLIED FOR:

NAME:

ADDRESS:

TELEPHONE/CONTACT NUMBER:

() _____

EMAIL ADDRESS: _____



Clinic Receptionist

Galambila is seeking to employ a highly motivated person in the position of Clinic Receptionist.

The successful applicant reports to the Team Leader Customer Relations and Clinical Services Manager and will be responsible for assisting in providing culturally appropriate primary health care services for patients and community members in accordance with Galambila AHSI policies including but not limited to:

- Providing professional reception and customer services to all staff, clients and visitors to Galambila
- Providing community liaison services to all stakeholders and visitors to Galambila
- Contribute to the provision of a safe, supporting, caring and nurturing environment for clients/patients, visitors and employees.

CRITERIA

Essential

- Confirmation of Aboriginality
- Current NSW Drivers Licence
- Experience within an Administration/Reception/Customer service environment
- Demonstrated commitment to a high level of customer service

Highly regarded

- Demonstrated knowledge and understanding of the Medicare claims process.
- Demonstrated knowledge and understanding of PracSoft and Medical Director.
- Demonstrated ability to use patient information recall systems and data extraction tools.
- Demonstrated ability to assist with the preparation of comprehensive, coherent and timely reports.
- Previous experience in an Aboriginal Community Controlled Health Organisation.
- Certificate III in Business Administration or equivalent



POSITION DESCRIPTION

POSITION:	Receptionist (Clinic)
LOCATION:	Galambila Aboriginal Health Service Inc. - Coffs Harbour
PAY STRUCTURE:	Galambila AHS Inc. Enterprise Agreement
CLASSIFICATION :	ACCHS
HOURS PER WEEK :	38 hours
RESPONSIBLE TO :	Team Leader Customer Relations and Clinical Services Manager
SUPERVISORY RESPONSIBILITY	Reception staff

Organisational Context/Environment

Galambila Aboriginal Health Service Inc is an Aboriginal Community Controlled Health Service located in Coffs Harbour, NSW.

VISION and PURPOSE:

Greater choices for our mod to improve health for all stages of life through providing culturally appropriate care that ensures the best possible health and wellbeing outcomes for those Gambayngirr Lands

SERVICE OBJECTIVE:

Galambila aims to provide high quality, culturally appropriate, comprehensive primary health care and related care services to the Aboriginal communities of Coffs Harbour, Urunga, Bellingen and Woolgoolga.

Galambila's role and function is to:

- Identify the primary health and related care service needs of Galambila's service communities.
- Develop strategic responses to identified primary health and related care needs.
- Achieve a measurable improvement in the health status and circumstances of Aboriginal people residing in Galambila's service communities.
- Provide access to quality health care for transient Aboriginal people moving through Galambila's service communities.
- Engage in meaningful consultation with clients/patients, partners and other agencies on a range of service issues to assist with service program development and improvement.
- Assist Aboriginal and other agencies to address aspects of Aboriginal disadvantage that contributes to or causes Aboriginal ill health.
- Continually develop the professional capacity of the service and its employees.
- Provide a safe, supporting, caring and nurturing environment for clients/patients and employees.

PRIMARY OBJECTIVES:

Galambila Aboriginal Health Service Receptionist's will provide culturally appropriate primary health care services for patients and community members in accordance with Galambila Aboriginal Health Service Inc policies including:

- To coordinate and provide professional reception services to all staff, clients and visitors to Galambila
 - To provide Community liaison services to all stakeholders and visitors to Galambila
 - To contribute to the provision of a safe, supporting, caring and nurturing environment for clients/patients, visitors and employees
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PRINCIPAL DUTIES:

Customer Service

1. Providing a high level of customer service including welcoming clients, facilitating client requirements and providing service information.
2. Displaying a professional, friendly and helpful manner.
3. Answering the phone and taking messages for Galambila staff.
4. Making appointments, maintenance of appointment books and follow up of clients requiring recall for all services related to Galambila clients.
5. Arranging transportation of patients as necessary.
6. Monitoring the waiting room environment to ensure it is safe for clients and staff.
7. Tidying of the reception area and waiting room when required.
8. Receiving client feedback and notifying the Team Leader of Client Relations of any complaints or concerns from both practice staff and patients.

Administration

9. Creation and maintenance of client records.
10. Electronic data entry of patient details onto PIRS (prac soft, Medical Director and other software).
11. Ensuring computer backup is attended weekly.
12. Maintaining mail register including collecting, opening, recording and distributing mail other than *Private and Confidential* and posting of mail.
13. Monitoring of stationery and nonmedical consumables, replacing stock and preparing orders for replacement stock.
14. Undertaking administration and continuous quality improvement activities and tasks as required.
15. Preparing Medicare Claim forms for patients and forwarding of Medicare forms for rebate.

Working within in a medical environment and team

16. Working cooperatively with other practice staff and stakeholders in a team approach.
17. Identifying clients and updating client details in accordance with accreditation standards.
18. Supporting and assisting busy medical staff to undertake their roles.
19. Informing Doctor of letters, reports and scripts to be written up.
20. Participating in meetings, staff training and development programs and performance appraisals.
21. Reporting of equipment failure, maintenance requirements and issues relating to Work Health and Safety.
22. Strictly observing the principles of confidentiality and security of patient notes and information.
23. Maintaining a professional and responsible approach to duties.
24. Other duties may be required from time to time which is consistent with the practice receptionists skills and qualifications.

Reporting lines may change from time to time at Galambila for all staff in accordance with operational requirements.

SAFETY RESPONSIBILITIES:

- Follow defined WHS and injury management policies and procedures.

- Take reasonable care for the safety of others in the workplace.
- Ensure organizational compliance with any requirements of the WHS Act and other legislation with regard to health, safety and welfare in the workplace.
- Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in compliance with the WHS Act or other legislation.
- Report all accidents or incidents which did result, or could have resulted, in injury to others in the workplace or damage to property.
- Report all hazards or potential hazards.
- Be familiar with emergency and evacuation procedures, provide and participate in regular training in safety procedures.

CHILD PROTECTION RESPONSIBILITIES

- Be familiar with and adhere to Legislation in relation to Child Protection and comply with Galambila AHSI Mandatory Reporting Procedures for the Protection of Children and Young People
- Attend training in Child Protection as required.

CONTINUOUS QUALITY IMPROVEMENT:

It is the responsibility of each staff member to be aware of the contents of the Policy and Procedures Manual(s) and work within the principles contained therein.

Each staff member is expected to exhibit a commitment to quality service and to participate in activities to enhance continuous quality improvement.

NON SMOKING POLICY:

Smoking is prohibited in Galambila buildings and vehicles except where designated.

PERFORMANCE REVIEW:

An offer of employment is subject to a six (6) month Probationary Period. A review of performance will be conducted 3 months after commencing, and if satisfactory then the appointee will be required to enter into an Annual Performance Agreement.

STATEMENT BY EMPLOYEE

This information is an accurate statement of duties, responsibilities and requirements of this position.

Clinical Services Manager:.....

Date:.....

I have read and understand the requirements of the position as described in this Position Description.

EMPLOYEE NAME:

EMPLOYEE SIGNATURE:

DATE:



GALAMBILA PRIVACY AND CONFIDENTIALITY INFORMATION

One of the many rules to which staff must strictly adhere is the rule of professional secrecy and access to confidential information. All Galambila employees must observe a strict code of secrecy in any matters relating to work at Galambila and particularly in relation to information regarding clients/patients.

It is equally important that members of staff do not disclose any health information of clients/patients to any other staff member unless this information is necessary for the provision of care and is exchanged in the course of providing care.

Matters concerning the work of Galambila including information about clients/patients must never be discussed outside of Galambila and each member of staff has a moral and legal obligation to Galambila not to violate the trust placed in them in the handling of sensitive and confidential client and organisation information.

Staff recruited to Galambila are required to sign privacy and confidentiality agreements upon commencement of employment. Breaches of privacy and confidentiality are treated with the utmost seriousness and may result in disciplinary action up to and including termination of employment.

DOCUMENTARY IDENTIFICATION REQUIRED

Successful applicants are required to provide original identifying documentation as per the 100 point ID check for a Criminal Record Check. (A current Working with Children Check Number may also be required).

Identifying documents include:

Birth Certificate	70 points	Please bring one of these
Passport	70 points	
Driver's Licence	40 points	
Medicare Card	25 points	
Credit Card	25 points	
Utilities account (electricity)	25 points	

Note that it is the applicant's responsibility to ensure that documents produced equal 100 points or more when combined.

Applicants applying for Aboriginal designated positions must also provide a Confirmation of Aboriginality from an incorporated Aboriginal organisation.