

## 1. General Information

<b>Position Title:</b>	Receptionist/Telephonist
<b>Division/Department:</b>	Reception/Switchboard
<b>Position Reports to:</b>	Patient Services Centre Nurse Unit Manager
<b>Enterprise/Individual Agreement:</b>	HSUA (No 1 Branch) EBA
<b>Classification/Grade:</b>	SWO1-5
<b>Location:</b>	Richmond
<b>Employment Status:</b>	Full Time/ Part Time/Casual
<b>Resource Management</b> (for Management positions only) <b>Direct Reports:</b> <b>Budget under management:</b>	Nil
<b>Key Relationships - internal and external</b>	<ul style="list-style-type: none"> <li>• Internal stakeholders</li> <li>• VMO's</li> <li>• Practice Managers</li> <li>• Third Party Providers</li> <li>• External stakeholders</li> </ul>

## 2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

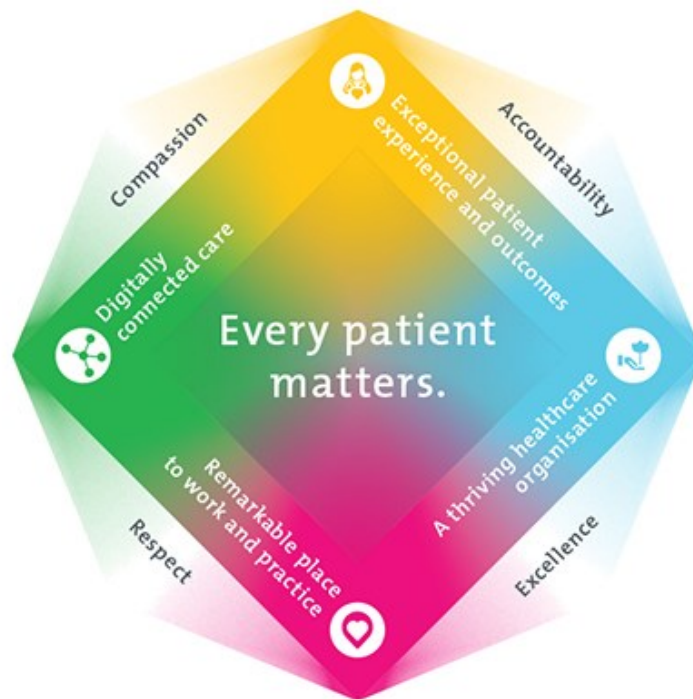
Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are *Compassion, Accountability Respect and Excellence =CARE*. More information can be found on the [Epworth website](#).

Epworth's purpose is *Every Patient Matters*. We strive to improve health outcomes and experience through compassion, collaboration, learning and Innovation. Our Vision is *Caring for People. Innovating for a healthy community*.

## 3. Epworth HealthCare Strategy

## Our strategic vision

Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.



### Exceptional patient experience and outcomes

To empower our patients and deliver compassionate, expert and coordinated care.



### A thriving healthcare organisation

To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.



### Remarkable place to work and practice

To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.



### Digitally connected care

To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

## 4. Purpose of the Position

The primary function of the Receptionist /Telephonist is to provide customer service and administrative support to Epworth staff, patients, visitors, relatives

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and medical staff.

This role will incorporate efficient and accurate direction of patients, visitors and staff to appropriate services, and the answering and transferring of calls accurately in a courteous and timely manner using a standard Epworth greeting.

Receptionists/Telephonists will work and answer calls across all Reception areas and the switchboard room.

Demonstrated Personal Competencies Required	Demonstrated Job Competencies Required
<ul style="list-style-type: none"> <li>• Ability to set priorities and to work under high pressure.</li> <li>• Effective communication and interpersonal skills.</li> <li>• Ability to work effectively without direct supervision.</li> <li>• Commitment to the provision of high-quality customer service.</li> <li>• Innovative, pro-active and creative attitude.</li> <li>• Well-developed organisational and problem-solving skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Well-developed computer skills</li> <li>• Prepared to make a commitment to Epworth’s vision and values.</li> <li>• Commitment to the provision of high-quality customer service.</li> <li>• Committed to continuous quality improvement.</li> <li>• iPM experience advantageous.</li> <li>• Health/ Administration experience preferred.</li> </ul>

## 5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Provision of high-level customer service to staff, medical staff, patients and visitors in line with Epworth’s Values and Behaviours, policies and procedures.</li> <li>• Efficient processing of all enquiries and calls with a clear focus on customer service delivery.</li> <li>• Demonstrate empathy and compassion in all interactions with patients, visitors and staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Service Satisfaction Survey within agreed targets.</li> <li>• Identifies and attends to customer needs, expectations and follow up as required and in a courteous and timely manner.</li> <li>• Use of Epworth Healthcare standard greeting when answering all calls.</li> <li>• Participation in education and training.</li> <li>• Management of incoming and outgoing mail.</li> <li>• Acts as a role model in the provision of customer service.</li> <li>• Use AIDET principles in all interactions</li> </ul>

<p><b>Administrative support</b></p> <ul style="list-style-type: none"> <li>• Input and access all data as required in Reception/Telephony role on IPM</li> <li>• Undertake duties in central or satellite Reception/Telephony roles in accordance with the Roster.</li> <li>• Demonstration of high- level communication skills in all interaction with others.</li> <li>• Participate and assist with implementation of quality and organisational improvement processes.</li> <li>• Challenge and evaluate work practices and systems, identifying inefficiencies and participate in the implementation of change.</li> <li>• Timely and professional escalation of problematic situations pertaining to Reception/Telephony and clerical tasks as they arise to the relevant departmental supervisor.</li> </ul>	<ul style="list-style-type: none"> <li>• Accurately give required information, directions and transferring of calls at all times.</li> <li>• KPI's are met or exceeded as measured through regular audits and reviews.</li> <li>• Management of incoming and outgoing mail, and completion of administrative tasks as required.</li> <li>• Ability to perform tasks in a timely and accurate manner according to departmental priorities and Epworth values.</li> <li>• Ensures accurate patient details are maintained at all times and that minimum data requirements are obtained.</li> <li>• Print and attend to daily reports as required.</li> <li>• Undertake duties in central or satellite Reception/Telephony roles in accordance with the roster.</li> <li>• Participation in team delivery of excellent customer service and team effectiveness.</li> </ul>
<p><b>Team effectiveness</b></p> <ul style="list-style-type: none"> <li>• Establish positive working relationships with colleagues and other Departments/ Rooms within Epworth.</li> <li>• Meet set KPI's as outlined by the Patient Service Centre Nurse Unit Manager to contribute to the efficiency of the Department</li> <li>• Prioritise daily tasks within the role to ensure the effectiveness of the Reception/Switchboard Team.</li> <li>• Contribution to department efficiency by effective utilisation of time and resources.</li> <li>• Training and upskilling of staff across roles within the department.</li> </ul>	<ul style="list-style-type: none"> <li>• Actively contributes and supports Team members and Team Leader to enable a positive team culture.</li> <li>• Policies and procedures are followed and staff update process followed.</li> <li>• To be trained in the updating of the PABX and able to update this in real time with any changes required.</li> <li>• To assist in training of new staff within the department</li> </ul>

<p><b>Flexibility</b></p> <ul style="list-style-type: none"> <li>• Demonstrates flexibility in the face of changing priorities and situations within Reception/Telephony role.</li> <li>• Adapts to work in Receptionist/Telephonist roles within all areas.</li> </ul>	<ul style="list-style-type: none"> <li>• Responds and actively contributes to the needs of Reception/Telephonist consistent with skills and training.</li> </ul>
<p><b>Personal and Professional Development</b></p> <ul style="list-style-type: none"> <li>• Self-monitoring and completion of all training annually, including performance development plan (PDP).</li> <li>• Participate and contribute to operational and strategic decision making.</li> <li>• Completion of new training and e-learning modules as required.</li> <li>• Participation in upskilling in all roles within Reception/Switchboard.</li> </ul>	<ul style="list-style-type: none"> <li>• Completion of all mandatory training competencies and learning.</li> <li>• Completion of objectives outlined in PDP (provide evidence of).</li> <li>• Development of skills to be flexible across all Reception / Telephony Requirements.</li> </ul>
<p><b>Safety and Wellbeing</b></p> <ul style="list-style-type: none"> <li>• Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</li> <li>• Escalation &amp; reporting of identified risks or incidents.</li> <li>• Familiarisation of relevant Epworth HealthCare policies and procedures relevant to OH&amp;S.</li> </ul>	<ul style="list-style-type: none"> <li>• Adhere to infection control/personal hygiene precautions.</li> <li>• Implement and adhere to Epworth OHS policies, protocols and safe work procedures in the workplace and ensure these are followed by staff.</li> <li>• Mandatory training completed at agreed frequency for staff.</li> </ul>

## 6. Position Requirements/Key Selection Criteria

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COMPONENT	
Qualifications	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Working with Children</li> </ul>
Previous Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Reception and/or Switchboard experience in a service- oriented environment</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Administration experience in a health care setting</li> </ul>
Required Knowledge & Skills	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Excellent computer skills.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Previous experience with IPM computer system</li> </ul>
<p><b>Personal Attributes &amp; Values</b></p> <p>All employees are expected to consistently work in accordance with Epworth’s values and behaviours</p> <ul style="list-style-type: none"> <li>Compassion</li> <li>Accountability</li> <li>Respect</li> <li>Excellence</li> </ul>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Belief in patient centred care</li> <li>Committed to providing a safe environment for patients &amp; colleagues</li> <li>Professional work ethic</li> <li>Practices within the ethos of the Epworth HealthCare Values &amp; Behaviours</li> <li>Self-motivated and self-directed.</li> </ul>

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## Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
May 2023	May 2023	Patient Service Centre Nurse Unit Manager Operations Manager – Patient and Administration Services

## Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_