

# Position Description



## 1. General Information

<b>Position Title:</b>	Theatre Receptionist
<b>Position Reports to:</b>	Business Manager, Perioperative Services and Critical Care
<b>Enterprise/Individual Agreement:</b>	Health and Allied Services
<b>Classification/Grade:</b>	Unit Receptionist
<b>Employment Status:</b>	Various
<b>Resource Management</b> (for Management positions only) <b>Number of Direct Reports:</b> <b>Budget under management:</b>	N/A
<b>Key Relationships - internal and external</b>	<ul style="list-style-type: none"><li>• Business Manager, Perioperative Services and Critical Care</li><li>• Director of Perioperative Services &amp; Perioperative Services Senior Leadership Team</li><li>• Perioperative Services Administration Team</li><li>• Perioperative Services Floor Coordinators and wider departmental team</li></ul>

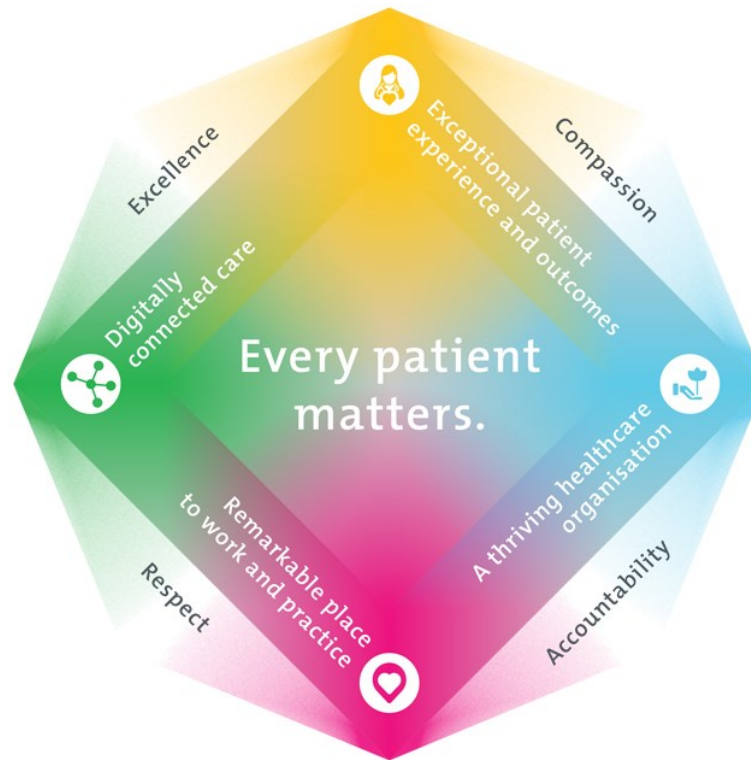
## 2. Overview of Epworth HealthCare

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 *Respect, Excellence, Community, Compassion, Integrity and Accountability*. More information can be found on the [Epworth website](#).

Epworth's purpose is to improve the health, wellbeing and experience of every patient by integrating clinical practice with education and research and our vision is to consistently deliver excellent patient-centred care with compassion and dignity.

### 3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

**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

This position will primarily be responsible for assisting patients, visitors, medical consultants and staff with general enquiries. As an initial point of contact, this position will provide excellent customer service via telephone and in-person and will play an active role in ensuring enquiries are answered and resolved in a professional and customer-centred manner. The Unit Receptionist will also carry out several administrative and basic financial tasks as directed by the Business Manager, the main focus being the efficient entry of count sheet data into iPM in an efficient and timely manner on a daily basis. Additionally, the Unit Receptionist will contribute to the overall performance of the Perioperative Services team, ensuring consistency with Epworth's Values and Behaviours.

## 5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<b>Operational Requirements</b> <ul style="list-style-type: none"> <li>Meet and greet patients, third-party providers, answer phone calls and enquiries</li> <li>Demonstrates empathy and compassion to patients and their family, colleagues and VMOs - Respect and uphold the dignity and rights of consumers, relatives, carers, colleagues and members of the community</li> <li>Support department with daily clerical/administrative tasks</li> <li>Carry out set administrative and basic financial tasks as directed</li> <li>Maintain accurate departmental records</li> <li>Managing correspondence internal / external (including mail)</li> <li>Maintain a neat and professional reception area</li> <li>Assist the Business Manager to establish and maintain a departmental procedure manual</li> <li>Well developed organisational skills with focus on customer care</li> <li>Establish and deliver on priorities and without direct supervision</li> <li>Ordering of supplies from both internal stores &amp; external parties</li> <li>Consistently facilitates the delivery of quality care and service</li> <li>Maintain patient confidentiality as prescribed by the relevant policies</li> <li>Awareness of maintenance requirements of office equipment</li> <li>Demonstrates behaviours in accordance with legislative and common law requirements</li> </ul>	<ul style="list-style-type: none"> <li>Patient and customer service satisfaction surveys to be within organisational targets</li> <li>Sound relationships developed and maintained with customers</li> <li>Stock and supplies are maintained at agreed par levels</li> <li>Accurate processing of patient bookings, details and maintaining other data in the Patient Management System (iPM) at all times</li> <li>Data entry of Count Sheet information into iPM and timely update of the Data Quality Tracker ready for handover in an efficient manner</li> <li>High quality administrative support to department by providing the Handover, Daily Add Ons, Allocations Forms and other documentation as required</li> <li>Clerical processing of invoices as well as data entry into CASCOM, Tech1, spreadsheet registers, Work Order Request system, My Roster as and when required</li> <li>Liaising efficiently with all departments within the perioperative services as well as the whole hospital</li> <li>Undertake other duties as required by the Business Manager</li> <li>Demonstrates flexibility in the face of changing priorities &amp; situations</li> <li>Compliance with legislative and common law requirements</li> </ul>

<p><b>Teamwork</b></p> <ul style="list-style-type: none"> <li>Actively participates as a member of the team</li> </ul>	<ul style="list-style-type: none"> <li>Supports the Personal Assistant and Data Coordinator roles when directed by the Business Manager</li> <li>Establishes positive relationships with colleagues</li> <li>Contributes to the departmental efficiency by effective utilisation of time and resources</li> <li>Attends and actively participates in department and team meetings</li> <li>Positively provides/receives constructive feedback to/from team members</li> </ul>
<p><b>Quality Improvement</b></p> <ul style="list-style-type: none"> <li>Strives to consistently improve service delivery</li> <li>Provides suggestions, and feedback on quality activities</li> <li>Actively participates in quality improvement activities within the department</li> </ul>	<ul style="list-style-type: none"> <li>Continued focus on customer service</li> <li>Improvement in performance of unit and Epworth healthcare site</li> <li>Show a proactive attitude in reviewing, supporting and implementing customer-focused initiatives</li> </ul>
<p><b>Personal and Professional Development</b></p> <ul style="list-style-type: none"> <li>Participates in prescribed performance development system annually</li> <li>Evaluates personal performance and plans self-development</li> <li>Participates in the orientation of staff</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with mandatory and department specific competencies every 12 months or as prescribed</li> <li>Completion of annual performance appraisal</li> <li>Completion of objectives outlined in self-development plan (provide evidence of)</li> <li>Training of staff in department specific activities as requested by the Business Manager</li> </ul>
<p><b>Customer Service</b></p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> <li>Provide excellent, helpful service to patients, visitors and staff</li> <li>Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> </ul>	<ul style="list-style-type: none"> <li>Patient and customer service satisfaction surveys within agreed targets</li> <li>Use AIDET principles in all interactions</li> <li>Issues are escalated to the manager and resolved in a timely manner</li> </ul>

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<ul style="list-style-type: none"> <li>• Build customer relationships and greet customers and patients promptly and courteously</li> <li>• Actively seek to understand patients' and their family's (customers) expectations and issues</li> </ul>	
<p><b>Safety and Wellbeing</b></p> <p>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p> <ul style="list-style-type: none"> <li>• Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan</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</li> <li>• Mandatory training completed at agreed frequency</li> </ul>

## 6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	N/A
Previous Experience	<ul style="list-style-type: none"> <li>• Experience within a similar role in the health care sector is advantageous</li> </ul>
Required Knowledge & Skills	<ul style="list-style-type: none"> <li>• Excellent computer skills including all MS Office products and the ability to efficiently learn specialist programs used within the Department</li> <li>• Relationship and people management skills</li> <li>• Highly developed written and verbal communication skills</li> <li>• Excellent time management, interpersonal and organisational skills</li> </ul>
<p>Personal Attributes &amp; Values</p> <p>All employees are expected to consistently work in accordance with</p>	<ul style="list-style-type: none"> <li>• Demonstrates responsibility for own professional development</li> <li>• Belief in patient-centred care</li> <li>• Committed to providing a safe environment for patients &amp; staff</li> <li>• Professional work ethic and presentation</li> </ul>

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Epworth's values and behaviours	<ul style="list-style-type: none"><li>• Strong customer focus</li><li>• Practices within the ethos of the Epworth HealthCare Values &amp; Behaviours</li><li>• Self-motivated and self-directed</li><li>• High level of respect of all with a community focus</li></ul>
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### Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
November 2016	February 2024	People & Culture

### 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: \_\_\_\_\_