

Position Description



1. General Information

Position Title:	Receptionist
Division/Department:	Epworth Sports and Exercise Medicine Group
Position Reports to:	Practice Manager – Sports Medicine Group, Epworth Richmond
Enterprise/Individual Agreement:	Health and Allied Services Enterprise Agreement 2022
Classification/Grade:	
Location:	Richmond
Employment Status:	Casual
Resource Management Number of Direct Reports: Budget under management:	N/A
Key Relationships - internal and external	Epworth Sports and Exercise Physicians, Doctors and Team Members Epworth Patients Epworth HealthCare Hospital Executives Epworth Departments, Radiology, Surgeons and Specialists Epworth staff and external stakeholders

2. Overview of Epworth HealthCare

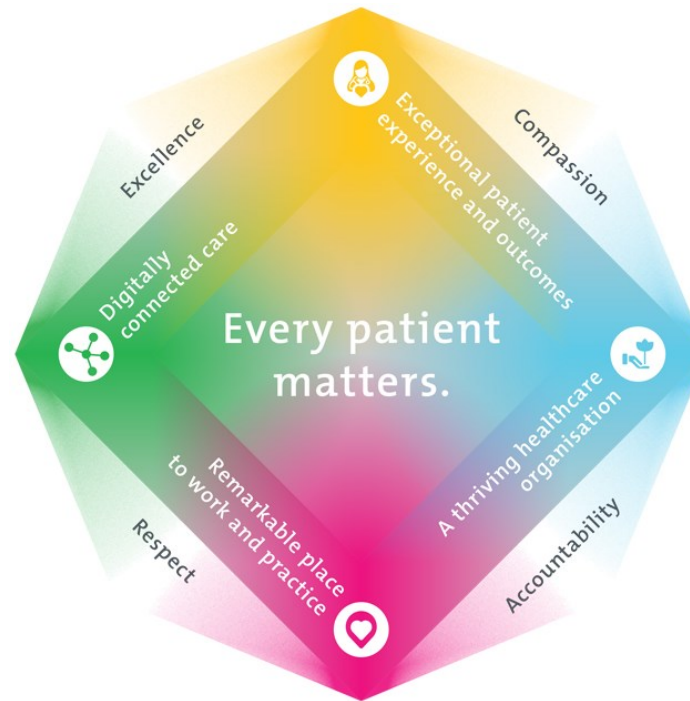
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our 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. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

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

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

Oversee running of the Epworth Sports and Exercise Medicine Group efficiently and effectively, providing a high level of patient care and customer service.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centered care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
Leadership and culture	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
Consumer Partnerships	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
Effective Workforce	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
Clinical Safety and Effectiveness	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
Risk Management	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Operational Requirements <ul style="list-style-type: none">• Demonstrates behaviours in accordance with legislative and common law requirements• Demonstrate 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• Maintain patient confidentiality as prescribed by the relevant Acts and organisational policies and protocols• Maintain accurate departmental records• Managing correspondence internal / external (including mail)	<ul style="list-style-type: none">• Compliance with mandatory and department specific competencies every 12 months or as prescribed• Compliance with legislative and common law requirements• Patient and customer service satisfaction surveys to be within organisational targets• Sound relationships developed and maintained with customers

<ul style="list-style-type: none"> • Maintain a neat and professional reception area and ensure all consulting rooms are clean & tidy at all times • Assist the Practice Manager to establish and maintain a departmental procedure manual • Well-developed organisational skills with an innovative & pro-active approach to customer care • Meet and greet patients, answer phone calls and enquiries • Schedule patient appointments • Bill patients, accept and process payments, process daily banking and maintain financial accountability • Preparation for the following day's appointments • Establish and deliver on priorities and without direct supervision • Ordering of medical stock and office supplies • Consistently facilitates the delivery of quality care and service • Development of working relationships with other hospital departments and external stakeholders 	<ul style="list-style-type: none"> • Compliance with Information Privacy Act (2000) and the Health Records Act (2000) • Compliance with EEO & Social Media Policies and Protocols of Epworth HealthCare • Patient billing/accounts are settled at time of consultation • Suites & reception area are maintained to a neat and professional standard and all consulting rooms are clean & tidy at all times • Patient appointments are scheduled in a timely manner and within agreed KPIs • Stock and supplies are maintained at agreed par levels
<p>Customer Service</p> <ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's expectations • Proactively escalates concerns when necessary to ensure resolution of any current or potential breakdown in processes and systems that impact patient care and customer service • Consistently meet or exceed the expectations of our patients and customers at all times • Use AIDET principles in all interactions

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Team Work <ul style="list-style-type: none"> • Provides positive and constructive feedback to others team members • Actively participates as a member of the team 	<ul style="list-style-type: none"> • Attends and actively participates in department and team meetings • Feedback from team members • Issues are escalated to the manager and resolved in a timely manner
Quality Improvement <ul style="list-style-type: none"> • Strives to consistently improve service delivery • Provides suggestions, and feedback on quality activities • Actively participates in quality improvement activities within the department 	<ul style="list-style-type: none"> • Evidence of participation in quality activities • Improved customer service • Improvement in performance of unit and Epworth healthcare site • Show a proactive attitude in reviewing, supporting and implementing customer-focused initiatives
Personal and Professional Development <ul style="list-style-type: none"> • Participates in prescribed performance development system annually • Evaluates personal performance and plans self-development • Participates in the orientation of staff 	<ul style="list-style-type: none"> • Completion of annual performance appraisal • Participation in in-services, ward education, ward meetings • Completion of objectives outlined in self-development plan (provide evidence of) • Training of staff in department specific activities (when requested by Practice Manager)
Safety and Wellbeing <ul style="list-style-type: none"> • Participate actively and positively in the area of OHS to reduce all hazards and incidents within the workplace 	<ul style="list-style-type: none"> • Comply with all Epworth's OHS policies, protocols and safe work procedures at all times • Ensure your actions do not put yourself or others at risk (as per Sections 21 & 22 under the OHS Act 2004) • Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan • Participate in and complete mandatory safety training on an annual basis and as required

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Desirable <ul style="list-style-type: none"> • Qualification in Customer Service •
Previous Experience	Essential <ul style="list-style-type: none"> • Experience in a similar role • Strong customer service • Medicare and billing interpretations Desirable <ul style="list-style-type: none"> • Sports Medicine Practice Management experience • Zedmed medical software experience
Required Knowledge & Skills	Essential <ul style="list-style-type: none"> • Extensive Medical software experience and a willingness to learn new systems • Strong working knowledge of medical and radiology terminology • Strong computer literacy, including ability to utilise databases, proficiency in Word, Excel, Outlook and PowerPoint • Prepared to commit to Epworth's Vision and Values • Proven commitment to continuous improvement practices • Excellent problem solving and decision-making skills • High level of discretion and understanding of privacy issues Desirable <ul style="list-style-type: none"> • Demonstrates Zedmed medical software

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Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours <ul style="list-style-type: none">• Compassion• Accountability• Respect• Excellence	Essential <ul style="list-style-type: none">• Proven ability to communicate clearly, both verbally and in writing, in a professional environment.• Excellent organisational skills and attention to detail• Self- Motivated and able to work autonomously• Experience and a natural ability to liaise with doctors and fellow staff• Willingness to work positively within a team to achieve team goals and the provision of excellence in service delivery• A strong team contributor with excellent customer service, high level interpersonal, communication, administrative, organisational presentation and networking skills.• Ability to set priorities and work under pressure with well-developed organisational skills• Innovative, proactive and creative attitude• Demonstrated ability to maintain high levels of confidentiality and the ability to establish and maintain strong customer (internal and external) relationships at all levels.
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Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
May 2023	March 2019	Operations Manager

8. 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: _____