

# Position Description



## 1. General Information

<b>Position Title:</b>	Hospital Receptionist
<b>Division/Department:</b>	Epworth Rehabilitation
<b>Position Reports to:</b>	Team Leader Administration
<b>Enterprise/Individual Agreement:</b>	HSU East
<b>Classification/Grade:</b>	BOF09
<b>Location:</b>	
<b>Employment Status:</b>	Casual
<b>Key Relationships - internal and external</b>	Administration Team Leader Medical Reception Staff Outpatient Reception Staff Nursing and Allied Health Staff Hospital VMO's Patients and Visitors

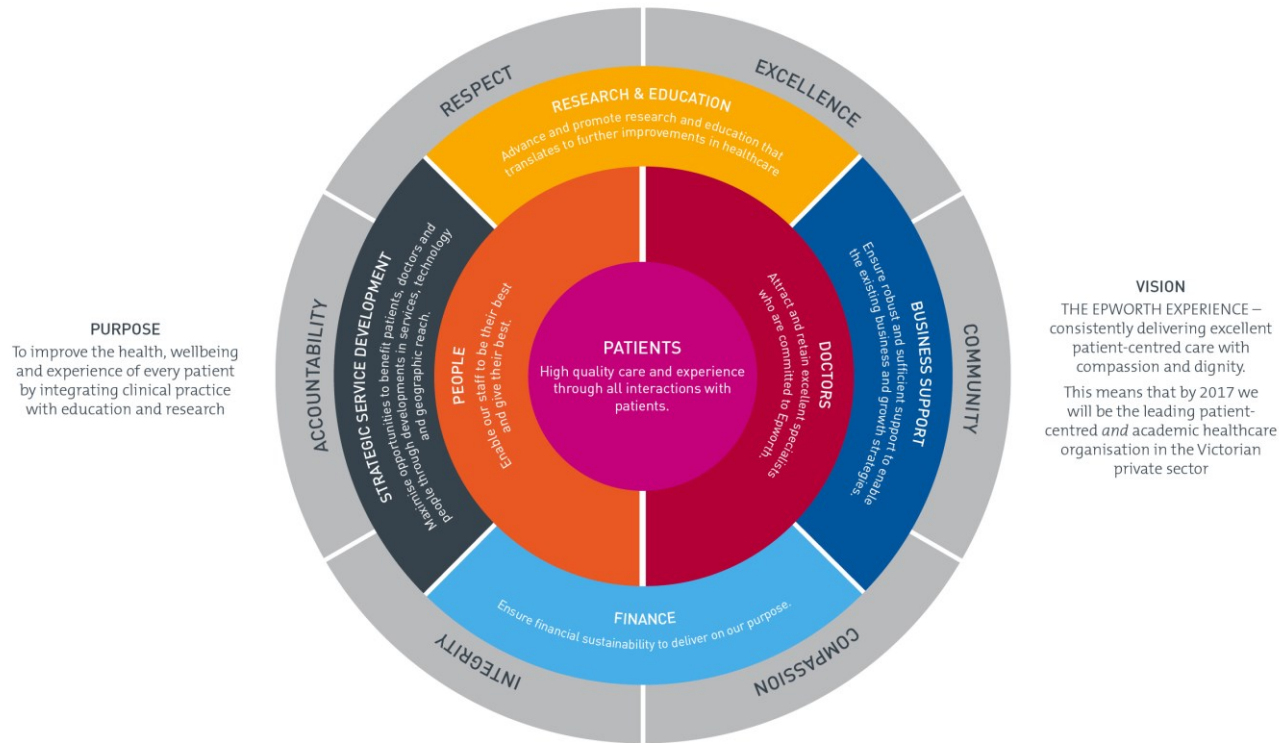
## 2. Overview of Epworth HealthCare

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



*This strategic summary is supported by a comprehensive strategic plan including quantifiable goals, programs of work, measurements, timings and accountabilities.*

**All roles at Epworth link to the Epworth strategy and play a part in Epworth achieving its vision and purpose. More specifically, this role links most closely with the following elements of the Epworth Strategy:**

*(Please select minimum of 2 and maximum of 7 Epworth Strategic goals – delete this and irrelevant rows)*

Patients - High quality care and experience through all interactions with patients

Business Support - Ensure robust and sufficient support to enable the existing business and growth strategies

People - Enable our staff to be their best and give their best

## 4. Purpose of the Position

The primary function of the Hospital Receptionist is to effectively direct patients, visitors and staff to appropriate services across all hospital areas.

The Hospital Receptionist will provide excellence in customer service and administrative support to Epworth staff, patients, visitors, relatives and medical staff. This role incorporates the completion of patient administrative processing as required and directed by the Team Leader.

## 5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Switchboard/Reception	<ul style="list-style-type: none"> <li>• Efficient and effective management of all internal &amp; external telephone calls and hospital paging services.</li> <li>• Ensure all messages are delivered appropriately and in a timely way.</li> <li>• Respond to all patient, visitors &amp; staff enquiries with a focus on Customer Service.</li> <li>• Maintain a neat and professional reception area at all times.</li> <li>• Receipt/distribution of all inbound mail &amp; preparation of all outbound mail.</li> </ul>
Administration/Administration Support	<ul style="list-style-type: none"> <li>• Assist the Team Leader Administration to establish and maintain a departmental procedure manual.</li> <li>• Attend meetings on behalf of the department as required.</li> <li>• Produce computer reports as required.</li> <li>• Support patient admission and discharge processes, as required.</li> <li>• Prepare admission packs, collating and general administrative tasks as required</li> <li>• Provide patients with Informed Financial Consent and ensure all appropriate paperwork has been signed by patient as part of the admission process, as required.</li> <li>• Receive &amp; receipt patient payments as required.</li> <li>• Action all other general administrative tasks as required.</li> <li>• Demonstration of high-level communication skills with all members of the Health care team.</li> <li>• Participation in quality improvement processes.</li> <li>• Challenge and evaluate work practices and systems, identifying inefficiencies and participate in the implementation of change.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Liaise with and provide support to the Administration Team Leader and Duty Hospital Co-ordinator as required.</li> <li>• Undertake duties in central or satellite business offices as required.</li> </ul>
<p><b>Customer Service – Staff</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.</p> <p>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> <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>	<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>
<p><b>Safety and Wellbeing – Staff</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	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Certificate in Business/Health Administration</li> </ul>
Previous Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Proven and comprehensive background in Reception and Administration in a service orientated environment</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Background in Hospital and/or Medical Consulting Reception and Administration</li> </ul>
Required Knowledge & Skills	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Reception services and Switchboard management</li> <li>• Customer Service delivery</li> <li>• Comprehensive computer skills</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Previous experience with iPM, BOSSNet &amp; GENIE computer systems</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>• Respect</li> <li>• Excellence</li> <li>• Compassion</li> <li>• Community</li> <li>• Integrity</li> <li>• Accountability</li> </ul>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Personal attributes or behavioural characteristics that demonstrate an acknowledgement of the organisations Values and a passion to ensure those values are well represented.</li> <li>• Impeccable presentation</li> </ul>

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## Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
22 July 2016	Feb 2016  Nov 2025	Carole Penrose – Divisional Administration Manager Rehabilitation & Mental Health Services  Robyn Vozzo- Divisional Administration Manager Continuing Care & Support 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: \_\_\_\_\_