

## 1. General Information

<b>Position Title:</b>	Receptionist
<b>Division/Department:</b>	Patient Services Centre
<b>Position Reports to:</b>	Patient Centre Services Manager
<b>Enterprise/Individual Agreement:</b>	Epworth HealthCare Health and Allied Services Enterprise Agreement
<b>Classification/Grade:</b>	Department Receptionist Year 1
<b>Location:</b>	Epworth Geelong
<b>Employment Status:</b>	Casual
<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>• Patients, inclusive of family member(s) &amp; visitors</li><li>• Medical staff and VMOs</li><li>• Epworth HealthCare staff and members of the public</li></ul>

## 2. Overview of Epworth HealthCare

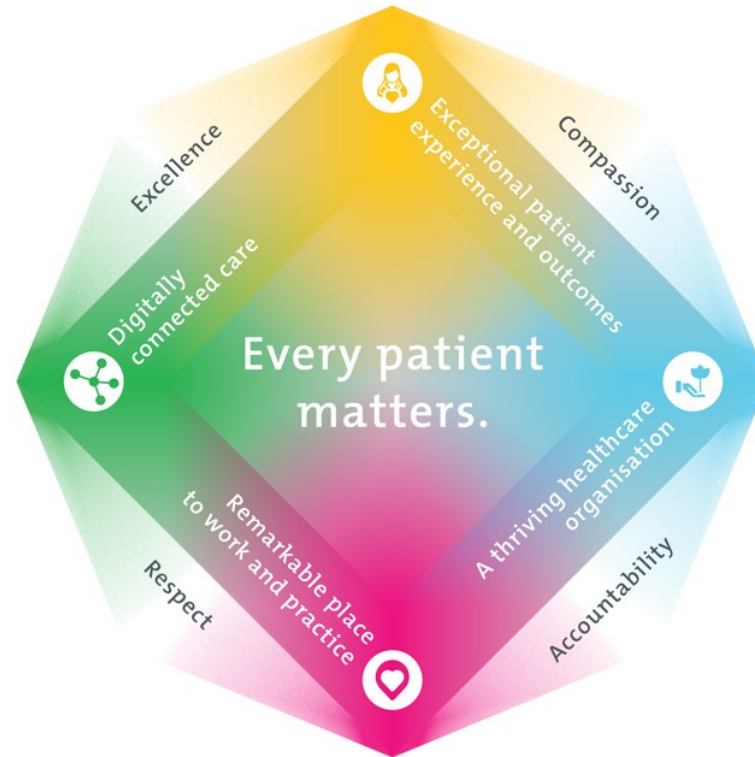
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our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

## 1. Purpose of the Position

Reporting to the Patient Centre Services Manager – this position will be primarily 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.

## 2. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p><b>Operational Requirements</b></p> <ul style="list-style-type: none"> <li>• Demonstrates behaviours in accordance with legislative and common law requirements</li> <li>• 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</li> <li>• Maintain patient confidentiality as prescribed by the relevant Acts and organisational policies and protocols</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 Manager of Patient Services Manager to establish and maintain a departmental procedure manual</li> <li>• Well developed organisational skills with an innovative &amp; pro-active approach to customer care</li> <li>• Meet and greet patients, visitors and staff.</li> <li>• Establish and deliver on priorities without direct supervision</li> <li>• Answer phone calls and enquiries</li> <li>• Consistently facilitates the delivery of quality care and service</li> <li>• Development of working relationships with other hospital departments</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with mandatory and department specific competencies every 12 months or as prescribed</li> <li>• Compliance with legislative and common law requirements</li> <li>• Patient and customer service satisfaction surveys to be within organisational targets</li> <li>• Sound relationships developed and maintained with customers</li> <li>• Compliance with Information Privacy Act (2000) and the Health Records Act (2000)</li> <li>• Compliance with EEO &amp; Social Media Policies and Protocols of Epworth HealthCare</li> <li>• Reception area maintained to a neat and professional standard and tidy at all times</li> <li>• Stock and supplies are maintained</li> </ul>

<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers</li> <li>• Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees</li> </ul>	<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 expectations</li> <li>• 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</li> <li>• Consistently meet or exceed the expectations of our patients and customers at all times</li> </ul>
<p><b>Team Work</b></p> <ul style="list-style-type: none"> <li>• Provides positive and constructive feedback to others team members</li> <li>• Responds to constructive feedback in a professional manner</li> <li>• Actively participates as a member of the team</li> </ul>	<ul style="list-style-type: none"> <li>• Attends and actively participates in department and team meetings</li> <li>• Feedback 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>• Evidence of participation in quality activities</li> <li>• Improved 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>• 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 (when requested by Manager)</li> </ul>

<p><b>Safety and Wellbeing</b></p> <ul style="list-style-type: none"> <li>Participate actively and positively in the area of OHS to reduce all hazards and incidents within the workplace</li> </ul>	<ul style="list-style-type: none"> <li>Comply with all Epworth’s OHS policies, protocols and safe work procedures at all times</li> <li>Ensure your actions do not put yourself or others at risk (as per Sections 21 &amp; 22 under the OHS Act 2004)</li> <li>Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan</li> <li>Participate in and complete mandatory safety training on an annual basis and as required</li> </ul>
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### 3. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Qualification in Customer Service</li> </ul>
Previous Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Demonstrated experience in a similar administration role</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Healthcare experience</li> </ul>
Required Knowledge & Skills	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Excellent computer skills including all MS Office products and the ability to learn specialist programs used within the Department</li> <li>Relationship and people management skills</li> <li>Courteous and welcoming phone manner</li> <li>Highly developed written and verbal communication skills</li> <li>Excellent time management, interpersonal and organisational skills</li> <li>Lateral thinking, problem solving &amp; decision making skills</li> </ul>

<p><b>Personal Attributes &amp; Behaviours</b></p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours.</p>	<p><b>Essential</b></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><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):



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