

1. General Information

Position Title:	Receptionist
Division/Department:	Patient Services Centre - Epworth Eastern
Position Reports to:	Patient Services Centre Manager
Enterprise/Individual Agreement:	Epworth HealthCare Health and Allied Services Enterprise Agreement 2022
Classification/Grade:	REC09
Location:	Epworth Eastern and Lilydale Consulting Suites
Employment Status:	Permanent Part-Time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	N/A
Key Relationships - internal and external	• Patients, inclusive of family member(s), carers & visitors • Practice Managers & VMO rooms • Health funds and Medicare • Epworth HealthCare staff and members of the public

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. Guided by our purpose to deliver world-class, personalised care, we provide exceptional care across hospitals, clinics, community services and home-based settings.

Our vision, **Exceptional care. For life**, reflects our commitment to supporting people to live well and stay well through every stage of life, combining outstanding clinical care with leading research, education and innovation.

Everything we do is guided by our values of **Compassion, Accountability, Respect and Excellence**, which shape how we care for patients, work together and serve our communities. More information can be found on the [Epworth website](#).

3. Epworth 2030 Strategy

All roles at Epworth contribute to the successful delivery of the **Epworth 2030 strategy**, which sets our direction for the future through three strategic priorities:

- **Excellence in care, every time.**

Uncompromising standards delivering safe, consistent, high-quality care. No exceptions.

- **Growth with purpose.**

Intentional growth in the services, specialties and settings our communities need most, at a scale that sustains investment, innovation and quality. Growth that gives back: as a not-for-profit, every dollar we earn is reinvested in care.

- **A place where great people do great work.**

Where our staff and doctors are backed to set the standard for exceptional healthcare.

4. Purpose of the Position

The primary function of the Receptionist is to provide customer service and administrative support in Consulting Suites to Epworth staff, patients, visitors, relatives and medical staff.

This role will incorporate efficient general administrative tasks and accurate management of patient data, greeting of patients that arrive for their appointments in the consulting suites, management of emails, processing of EFTPOS and cash payments as well as other administrative duties required by the VMO consulting in the suites, in a courteous and timely manner.

Receptionists will work and answer calls across the allocated Consulting Suites.

Demonstrated Personal Competencies Required	Demonstrated Job Competencies Required
• Ability to set priorities and to work under high pressure. • Effective communication and interpersonal skills. • Ability to work effectively without direct supervision. • Commitment to the provision of high-quality customer service. • Innovative, pro-active and creative attitude. • Well-developed organisational and problem-solving skills.	• Well-developed computer skills • Prepared to make a commitment to Epworth's vision and values. • Commitment to the provision of high-quality customer service. • Committed to continuous quality improvement. • Patient Management Software experience advantageous. • Health/ Administration experience preferred.

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-centred 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
Customer Service - Provision of high-level customer service to staff, medical staff, patients and visitors in line with Epworth's Values and Behaviours, policies and procedures. - Efficient processing of all enquiries and calls with a clear focus on customer service delivery. - Demonstrate empathy and compassion in all interactions with patients, visitors and staff.	- Customer Service Satisfaction Survey within agreed targets. - Identifies and attends to customer needs, expectations and follow up as required and in a courteous and timely manner. - Use of Epworth Healthcare standard greeting when answering all calls. - Participation in education and training. - Management of incoming and outgoing mail. - Acts as a role model in the provision of customer service. - Use AIDET principles in all interactions
Administrative support - Input and access all data as required into the patient management software - Undertake duties in general administration roles in accordance with the Roster. - Ensuring that VMO sessions are managed, recorded and provided to finance for billing purposes in a timely manner. - Demonstration of high- level communication skills in all interaction with others. - Participate and assist with implementation of quality and organisational improvement processes. - Challenge and evaluate work practices and systems, identifying inefficiencies and participate in the implementation of change. - Timely and professional escalation of problematic situations pertaining to consulting suites and clerical tasks as they arise to the relevant departmental supervisor.	- Accurately give required information, directions and transferring of calls at all times. - KPI's are met or exceeded as measured through regular audits and reviews. - Management of incoming and outgoing mail, emails, and completion of administrative tasks as required. - Management of VMO sessions and reports provided to finance for billing at the end of each month. - Ability to perform tasks in a timely and accurate manner according to departmental priorities and Epworth values. - Ensures accurate patient details are maintained at all times and that minimum data requirements are obtained. - Ensure payments are accepted correctly - Print and attend to daily reports as required. - Undertake duties in suites in accordance with the roster. - Participation in team delivery of excellent customer service and team effectiveness.

Team effectiveness • Establish positive working relationships with colleagues and other Departments/ Rooms within Epworth. • Meet set KPI's as outlined by the Patient Service Centre Manager and Team Leaders to contribute to the efficiency of the suites • Prioritise daily tasks within the role to ensure the effectiveness of the Receptionist Role. • Contribution to department efficiency by effective utilisation of time and resources. • Training and upskilling of staff across roles within the department.	• Actively contributes and supports Team members and Team Leaders to enable a positive team culture. • Policies and procedures are followed and staff update process followed. • Ability to adapt to change as required in the department • To assist in training of new staff within the department
Flexibility • Demonstrates flexibility in the face of changing priorities and situations within the Consulting Suites role. • Flexibility around shift times depending on the requirements of the sessional suites • Working across both Box Hill and Lilydale consulting suites • Adapts to work in clerical roles within all areas.	• Responds and actively contributes to the needs of the consulting suites consistent with skills and training.
Personal and Professional Development • Self-monitoring and completion of all training annually, including performance development plan (PDP). • Participate and contribute to operational and strategic decision making. • Completion of new training and e-learning modules as required.	• Completion of all mandatory training competencies and learning. • Completion of objectives outlined in PDP (provide evidence of). • Development of skills to be flexible across all administrative requirements.

Position Description

Customer Service 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. • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's (customers) expectations and issues	• Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Issues are escalated to the manager and resolved in a timely manner
Safety and Wellbeing • Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace • Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan	• Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Essential • Current Victorian Working With Childrens Check (Employee)

Position Description



Previous Experience	Essential - Administration and Customer Service experience in a service- oriented environment Desirable - Administration experience in a health care setting
Required Knowledge & Skills	Essential - Excellent computer skills. Desirable - Previous experience with patient management software
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours <i>Compassion</i> <i>Accountability</i> <i>Respect</i> <i>Excellence</i>	Essential - Belief in patient-centered care - Committed to providing a safe environment for patients & colleagues - Participating in a rotating roster as per the operational requirements of the department (Monday to Sunday 0600-2200) (essential) - Professional work ethic - Practices within the ethos of the Epworth HealthCare Values & Behaviours - Self-motivated and self-directed.

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
March 2026	September 2026	Patient Services Centre 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:
