

Position Description



1. General Information

Position Title:	Hospital Receptionist
Division/Department:	Epworth Rehabilitation Camberwell
Position Reports to:	Administration Team Leader
Enterprise/Individual Agreement:	HSU East
Classification/Grade:	BOF09
Location:	Epworth Camberwell
Employment Status:	Casual
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	N/A
Key Relationships - internal and external	Patients, Referring Doctors, Treating doctors, patient's relatives, staff

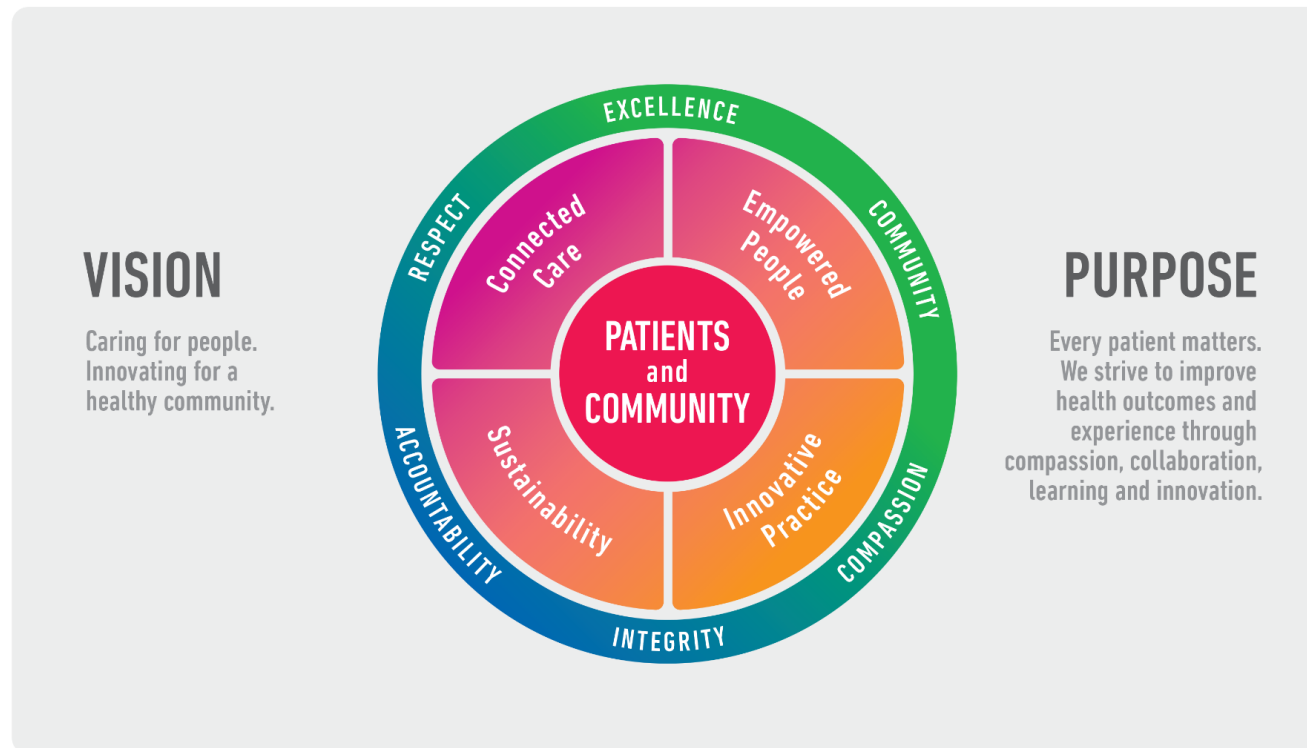
2. Overview of Epworth HealthCare

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-centered 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.

Connected Care – Partner with our patients through an integrated, holistic experience tailored to their needs and choices, enabling them to achieve their wellness potential

Empowered People – Enable and empower our people and teams to be their best and make a difference to the patient experience

Innovative Practice – Make a difference to our community through encouraging the ideas of our people and finding new and better ways to care and support care delivery

Sustainability – Be accountable to use resources wisely; to ensure organisational sustainability, enhance access, support the patient journey and create greater capacity for care.

4. Purpose of the Position

The Primary function of Business Officer in the Camberwell hospital and consulting suites is to effectively manage switchboard, inbound patient arrivals, consulting patient arrivals, referrals, appointments, billings, telephone enquiries, patient histories and results. In addition, the Business Officer is to provide comprehensive customer service and administrative support to Epworth staff, patients, visitors, relatives and medical staff. This role is multi-disciplined and aligned to the Hospital inpatient and outpatient departments. This role will attend to the administrative processing of patients across all aspects of Epworth Camberwell Reception and Sessional Consulting service delivery, billing phases and work closely with Doctors, Administration Team Leader and staff. This role spans business hours across shifts from 7.30am to 8.00pm Monday to Sunday and may be required to support our other metropolitan Rehabilitation campuses.

This patient facing role is based in Melbourne and is not a 'work from home' position. Candidates must be available to report for duty on site.

5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>Professional Tasks</p> <ul style="list-style-type: none">• Answer patient, visitor and staff enquiries.• Maintain a neat and professional reception area at all times.• Manage inbound and outbound mail preparation.• Assist with inbound and outbound telephone calls.• Accurate and efficient data entry of multiple documentation sources• Provide high level customer service to staff, medical staff, patients and visitors.• Maintain a high level of privacy & confidentiality	<ul style="list-style-type: none">• Doctor Satisfaction Survey• Administration Team Leader satisfaction• High level customer service to referrers, patients and their families• Customer complaints are followed up in compliance with time frames set in the Complaints Management Policy• Referral management timelines• Management of appointment scheduling within a satisfactory timeframe.• Written and verbal communication with all interested stakeholders to ensure administrative KPIs are managed within agreed timeframes.• Following up on all documentation needed or missing to enable you to complete your daily tasks.• Demonstration of high-level communication skills.• Assist the Administration Team Leader<ul style="list-style-type: none">• to establish and maintain departmental procedure manuals.• Provide support and cover for annual/personal leave as required.

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<p>Personal and Professional Development</p> <ul style="list-style-type: none"> Actively participate in Performance Development Plan annually and evaluate personal performance and plan self-development. 	<ul style="list-style-type: none"> Completion of performance review and development plan. Maintain timely completion of all mandatory competencies.
<p>Continuous Quality Improvement</p> <ul style="list-style-type: none"> Actively participate in Quality activities ensuring opportunities for improvement are actively explored and best practice is achieved. Provide suggestions and feedback to consistently improve service delivery, clinical practice and patient satisfaction. 	<ul style="list-style-type: none"> Participation in quality improvement processes. Challenge and evaluate work practices and systems, identifying inefficiencies and participate in the implementation of change. Demonstrated commitment to Australian Commission on Safety and Quality in Health Care, National Safety and Quality Health Care Services (NSQHS) Standards. Departmental resources, equipment and educational information are maintained and updated.
<p>Customer Service</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"> 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 	<ul style="list-style-type: none"> Use AIDET principles in all interactions Issues are escalated to the manager and resolved in a timely manner. Provision of high-level customer service to patients, visitors, staff and medical staff. Consistently meet or exceeds the expectations of our patients and customers at all times. Accurate record keeping and data entry to minimise mistakes or patient identification mistakes. Awareness of Epworth HealthCare's complaints process and assistance provided to patients if required. Complaints or Compliments recorded on RiskMan Provision of accurate information to patient and family members in relation to hospital charges and general information within the framework of privacy legislation. Patient and customer service satisfaction surveys within agreed targets.

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<p>Safety and Wellbeing</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">• Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan	<ul style="list-style-type: none">• 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
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6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Essential <ul style="list-style-type: none"> N/A
Previous Experience	Essential <ul style="list-style-type: none"> Working background in Hospital and/or Medical Consulting environment. Strong working knowledge with iPM and Genie or other relevant Hospital and Practice Management programs Desirable <ul style="list-style-type: none"> Working background in hospital administration.
Required Knowledge & Skills	Essential <ul style="list-style-type: none"> Strong working knowledge of Medical Terminology An excellent understanding of computer systems and a willingness to learn new systems. Extensive clerical experience in a service orientated environment High level of discretion and understanding of privacy issues Ability to set priorities and to work under high pressure with well-developed organisational skills Ability to pay attention to detail Ability to work unsupervised Ability to show initiative and take ownership of tasks Excellent communication skills both verbal and written Experience and a natural ability to liaise with doctors and fellow staff
Personal Attributes & Values - All employees are expected to consistently work in accordance with Epworth's values and behaviours <ul style="list-style-type: none"> Respect Excellence Compassion Community Integrity Accountability 	<ul style="list-style-type: none"> A positive 'can do' attitude High level of personal presentation Highly organised and ability to multi-task Practical approach to problem solving Prepared to commit to Epworth's Values and Behaviours Committed to the Epworth "Code of Conduct"

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Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
March 2021	June 2025	Divisional Administration Manager

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: _____