

POSITION DESCRIPTION

Position Title:	Medical & Care Co-ordination Receptionist (Atherton – Midin Clinic)
Classification Level:	Aboriginal Community Controlled Health Service Award 2010 Administrative Grade 4 – 6
Date of Approval:	February 2022

PART A: POSITION SPECIFICATIONS

1. Operational Management Environment

The position is located within the Mulungu Aboriginal Corporation Primary Health Care Service and forms part of the Health Services team, which is responsible for providing services to support the corporate and operational responsibilities of the organisation. In meeting these responsibilities, a range of Client support services are provided.

2. Purpose of the Position

This position is responsible for providing front line support to Clients of Mulungu Aboriginal Corporation Primary Health Care Service by arranging Client appointments, coordinating access to specialist services, and all transport services to and from external services. The position is also responsible for providing administration support within the clinical environment and assist in facilitating the systems and processes required in the provision of Care Co-ordination.

3. Scope of the Position

The position of Medical & Care Co-ordination Receptionist will manage, administrate, and coordinate the provision of health service delivery as well as support the management of Chronic Disease clients, co-ordinate Allied Health Service appointments and all client transport service bookings for all Midin clinic clients and other functions as delegated by the Care Co-ordination Team Leader.

The Medical & Care Co-ordination Receptionist is accountable to:

- The Care Co-ordination Team Leader, Health Services Manager and Chief Executive Officer for practice according to the philosophy, policies, and goals of the service.
- The Care Co-ordination Team Leader for the management of transport, updating of systems and processes for co-ordination of Allied Health services, and good communication to enable patient outcomes

- Deliver client services aligned to Mulungu's Model of Care and Strategic Plan

4. Organisational Structure and Reporting Relationships

The position of the Medical & Care Co-ordination Receptionist reports to the Care Co-ordination Team Leader to ensure optimal service deliveries are maintained.

5. Primary Duties and Responsibilities

- Manage PracSoft appointment system which includes GP appointments, Allied Health, other specialist services and Client Transport services.
- Answer incoming telephone calls, determine purpose of calls, take action/messages or forward calls to appropriate staff.
- Schedule, monitor and coordinate all client transport services and reports applicable to Midin Clinic.
- Maintain and coordinate Client Health Record System in PracSoft, ensuring all details are current, especially Medicare and Health Care Card information.
- Check eligibility of Medicare billing items through PRODA online access and ensure PIP currency is up to date
- Support data collection for monthly and end of year reports.
- Input and support data collection for Organisational reporting requirements.
- Assist Care Co-ordination Team Leader in managing daily operations of Care Co-ordination, Client transport and Allied Health.
- Provide Client liaison services i.e., arranging Centre Pay, managing referrals and appointments
- Coordinate Allied Health service delivery in consultation with service providers and the Care Co-ordination Team leader
- Liaise with Clinical Staff and External Services/Providers in managing Chronic Disease clients.
- Provide culturally appropriate services to meet the needs of the community
- Liaise with medical staff at Mulungu Aboriginal Corporation Primary Health Care Service, other service providers and the members of the community to ensure quality service delivery.
- Establish and maintain a communication network between health providers, staff and Aboriginal and Torres Strait Islander members of the community.
- Participate in quality improvement processes to improve client and health service outcomes.
- Attend and actively participate in scheduled Client Case conferencing.
- Maintain professional standards of practice in the delivery of reception services.
- Perform other clerical duties as required such as filing, photocopying, scanning and collating.
- Ensure adequate copies of organisation forms and other documents are available in the reception area for staff.
- Comply with contemporary Human Resource issues including Workplace Health and Safety, Equal Employment Opportunity and Antidiscrimination as applied in the work environment.
- Evaluate own practice by participating in performance development processes.
- Contribute to ongoing quality improvement in the Quality Coordinator Software by using the registers and completing tasks designated within the allocated timeframes.

- Perform other duties associated with the position as directed by the Care Co-ordination Team Leader or their delegate.
- Legend = Purple reporting, Client Servicing = Green, Red = QI, Leadership = Brown

PART B: PERSON SPECIFICATIONS

1. Qualifications

- Certificate III in Business Administration (Medical reception) or ability to obtain.

2. Skills, Knowledge and Ability

- Experience working with Aboriginal and / or Torres Strait Islander communities.
- Knowledge and understanding of the Aboriginal and Torres Strait Islander cultures.
- Previous experience in collating statistical data and report writing.
- Advanced experience in administrative / reception roles.
- Advanced knowledge and skills in office management systems, and an ability to train and develop other staff members knowledge in such.
- Knowledge of or ability to acquire knowledge of relevant databases.
- Well-developed interpersonal skills with the ability to communicate effectively with the community, particularly Aboriginal and Torres Strait Islander peoples.
- Ability to achieve goals independently and work within a team environment.
- Ability to function in a multi-disciplinary team and ability to function independently.
- Knowledge and understanding of Quality Improvement processes.
- Knowledge of or ability to acquire knowledge of human resource management issues including Workplace Health and Safety, Equal Employment Opportunity and Anti-Discrimination.

3. Standards of Practice

- Maintain professional standards of practice in the delivery of quality and efficient management.
- Practice within an evidence-based framework.
- Participate in ongoing professional development of self and others.

4. Additional Factors

- Possession of a current 'C' Class Driver's Licence (Queensland) is required.
- Must have a Working with Children Blue Card and current Police Check.
- Double COVID Vaccination

PART C: SELECTION CRITERIA

- SC 1** Possession of a Certificate III in Business Administration (Medical reception)
- SC 2** Experience working with Aboriginal and / or Torres Strait Islander communities and demonstrated knowledge of Aboriginal and Torres Strait Islander cultures.
- SC 3** Demonstrated advanced knowledge and experience in the Microsoft Office Suite of programs and advanced knowledge of Pracsoft and Medical Director software.
- SC 4** Well-developed interpersonal skills with the ability to communicate effectively with people, particularly Aboriginal and Torres Strait Islander peoples
- SC 5** Demonstrated ability to provide leadership, training and co-ordination of systems and processes.
- SC 6** Knowledge of and/or involvement in quality improvement processes.
- SC 7** Knowledge of, or ability to acquire knowledge of human resource management issues including Workplace Health and Safety, Equal Employment Opportunity and Antidiscrimination.

The preceding information is an accurate statement of the requirements and employment of this position, at this time.

Signature _____ Date _____
(Chief Executive Officer)

I have read and understand the duties and requirements of the position as described in this position description.

Employee's Signature _____ Date _____

