

Receptionist



Position Description

Camcare is a community-based organisation that operates from two sites at: Ashburton and Camberwell.

Camcare delivers counselling and support services principally to individuals and families living in the City of Boroondara. In addition the Integrated Family Services team provides family services support as a partner in the Inner East Integrated Family Services Alliance.

We seek to ensure the provision of high quality services, which will bring about significant improvements in the life and experience of the children, young people and families with whom we work.

Camcare receives funding from local, state and federal governments. We also attract funds through the support of private donations, philanthropic trusts and the community sector.

General information:

Position title:	Receptionist
Reports to:	Administration Officer
Employment type:	Permanent Part-time
Rate of pay:	Social, Community, Home Care and Disability Services Industry (SCHCADS) Level 2
Hours of work:	53 hours per fortnight (16 hours per fortnight - second position)
Probationary Period:	3 months

Position Objective:

Provide a quality reception and information service to all clients and staff in accordance with Camcare values. Assist as necessary to ensure complete and smooth daily operation of all reception duties while providing a wide range of administrative and support services to the organisation, ensuring maximum efficiency and effectiveness.

Key Responsibilities:

- Demonstrate an honest, professional, non-judgmental, friendly and compassionate approach that upholds the dignity and privacy of the client
- Provide reception and customer service for all clients and visitors, identifying requests and needs, and providing appropriate and efficient service
- Provide referrals to other community agencies where appropriate
- To have up-to-date knowledge of Camcare's services and organisational structure
- To follow established agency administrative procedures
- To work co-operatively with other staff members, providing the necessary support and assistance as appropriate
- Diary management
- Coordinating interpreting services when required
- Processing payments and invoices for private and third parties, including Medicare
- Banking reconciliation
- Processing Medicare exemption claims as required
- Maintaining accurate records and client databases

- Liaising with GP's, other health professionals and their staff
- Receive all mail, facsimiles and distribute to appropriate staff
- Fax, scan and file documents
- Contribute to internal and external program reviews where required
- Any other administrative duties as required

Key Performance Indicators

- Client and referrer requests for information are handled efficiently
- Eligible clients receive an appointment within 48 hours of enquiry (or next working day)
- All reception staff are trained and familiar with the range of systems and tasks they are responsible for
- The client data base is maintained with all required details for MBS returns and internal clinical and business management
- Staff are rostered to provide coverage across all service operating hours
- There is effective communication and interface with professional staff providing services
- Payments are handled efficiently according to Camcare policy and MBS guidelines and accounting procedures are adhered to
- 90% of feedback from clients is positive about the interface with reception

Qualifications

Selection Criteria:

Essential skills and experience

- Previous experience in allied health or medical reception
- An understanding of the Medicare Benefits Schedule
- Experience in using allied health or medical software programs
- Well-developed computer knowledge and skills
- Strong communication skills both verbal and written
- Ability to relate to people from diverse social and cultural backgrounds
- An understanding of confidentiality within complicated client dynamics
- Strong organisational and time management skills with the ability to multitask
- High degree of accuracy and attention to detail
- Capacity to be flexible and accommodate change
- Reliability and integrity

Desired skills and experience

- Initiative and problem solving skills
- Capacity to exercise independent judgment and work autonomously
- Ability to work cooperatively with other staff as part of a team
- Understanding of working within a community agency, including sensitivity to the needs of disadvantaged or marginalized members of the community

Safety and quality:

- Participate in the centre's risk management and quality improvement processes
- Record incidents and near-misses in line with centre policy
- Practice duty of care including meeting centre standards and accountability
- Attend Camcare's ongoing training periodically as required
- Participate in team and staff meetings and contribute feedback to proposed policies and quality of services delivered

Conditions of employment:

- Employment is under the conditions of the SCHCADS award

- Salary packaging is available (subject to legislation and Award compliance)
- Pre-employment checks (including proof of identity, relevant qualifications, drivers licence and three referees) are required
- Employment is subject to a satisfactory criminal records check and Working with Children check
- Disclosure of full details of any pre-existing injuries or disease that might be affected by employment in this position
- Adhere to Camcare's Code of Conduct

Signature of

Incumbent:

Date

Signature of CEO:

Date
