

## JOB DESCRIPTIONS

### **Job Description – Admin/Reception: Covid Vax Clinic**

<b>Job Title</b> MEDICAL SECRETARY/RECEPTIONIST	<b>Reports To</b> PRACTICE MANAGER
<b>Purpose of the position</b> To organise appointments, maintain records and perform medical & other tasks in order to ensure smooth and efficient functioning of the practice and provide an exceptional standard of care to our patients.	
<b>Responsibilities</b> <ul style="list-style-type: none"> <li>◆ RECEPTION: Greet patients, record appointments &amp; patient arrival, inform of delays; answer telephone calls promptly &amp; courteously; pass on messages promptly to appropriate person.</li> <li>◆ CORRESPONDENCE: Manage daily incoming and outgoing mail, email &amp; faxes; type &amp; file outgoing correspondence.</li> <li>◆ RECORD KEEPING: Update &amp; file medical records; prepare patient records for consultations &amp; file after use; organise pathology records for checking, response &amp; filing; complete day sheets.</li> <li>◆ MEDICAL: Arrange &amp; check treatment room lists, notify referring doctors if required; prepare examination room; report accidents, injuries &amp; illnesses; deal with emergencies according to set procedures.</li> <li>◆ CLINICAL: Clinical tasks as delegated by practice nurse or doctor after training/certification, such as ECG, blood collection, urine testing.</li> <li>◆ FINANCIAL: Advise patients of credit &amp; billing policies; issue invoices &amp; receipts; process payments; prepare banking &amp; reconcile; maintain petty cash records; follow up bad debts.</li> <li>◆ OHS: Consistently be aware of OHS requirements and comply with them.</li> <li>◆ GENERAL DUTIES: Photocopying; routine cleaning &amp; stocking tasks; ensure reception and waiting areas are clean &amp; tidy; ordering of stationery &amp; surgical supplies upon request.</li> </ul>	
<b>Expected behaviours and personal attributes</b> <ul style="list-style-type: none"> <li>◆ Demonstrated patient-focused approach in service provision with genuine empathy and interest in their needs.</li> <li>◆ Excellent interpersonal and communication skills</li> <li>◆ Be always well-presented, friendly, courteous and obliging. Represent the practice in a confident and positive manner at all times.</li> <li>◆ Undertake all duties in a diligent manner, with honesty and integrity,</li> <li>◆ Maintain absolute confidentiality regarding patient and practice information.</li> <li>◆ Have a vigilant attitude to accuracy, being prepared to double check as necessary.</li> <li>◆ Work cooperatively and independently.</li> <li>◆ Demonstrate ability to prioritise and organise, with attention to detail.</li> <li>◆ Demonstrate commitment to ongoing professional development</li> </ul>	
<b>Education, Qualifications and Experience</b> <b>ESSENTIAL:</b> <ul style="list-style-type: none"> <li>◆ Basic knowledge of MS Word and Excel.</li> <li>◆ Completion of an accredited medical receptionist course/ knowledge of medical terminology</li> <li>◆ Minimum of one year's experience in medical receptionist/secretarial role.</li> </ul> <b>DESIRABLE:</b> <ul style="list-style-type: none"> <li>◆ Knowledge of Pracsoft &amp; Medical Director software.</li> <li>◆ CPR/Triage training and/or experience</li> <li>◆ Training and/or experience in management of emergencies, handling complaints, Medicare &amp; health funds, basic infection control, safe handling &amp; disposal of medical waste, etc</li> </ul>	
<b>Hours Of Work</b> <b>Monday-Friday:</b> <span style="float: right;"><b>Weekends:</b></span>	

It is expected that our staff will work extra time on occasions if this is required to deliver essential patient care.

**Breaks:** 30 minutes for lunch and 10 minutes each for morning and afternoon tea to be taken in shifts with other staff to ensure continuity of care.

**Other features:**

Permanent position with a qualifying period of 3 or 6 months.

Professional development provided.

Potential for contact with hazardous material such as blood & body fluids.

May be required to have some immunisations.

**Date:**