

Position Title: Receptionist/Administration Support
Clinic: Palmerston
Supervisor: Office Manager
Staff Supervised: Nil

POSITION OBJECTIVE

The main objective of Receptionist/Administration Support position is to contribute to the smooth and efficient functioning of the clinic by providing high quality reception and administration support to the clients, practitioners and staff at the clinic. The incumbent is required to undertake all duties in a caring, respectful and supportive manner and provide an exceptional standard of care to all clients at all times.

KEY RESPONSIBILITIES & DUTIES

Reception:

- Greet and check in clients upon arrival
- Manage waiting room by informing clients of any delays and notify practitioners of any issues developing within the waiting room.
- Ensure all clients have the relevant paperwork such as referrals before their arrival
- Answer telephone calls promptly and courteously ensuring client's are booked in using the correct coding
- Manage daily incoming and outgoing mail, email and faxes. Ensure that outgoing or incoming correspondence is documented accordingly
- Ensure all incoming referrals are called and are booked in or sent back to the doctor
- Complete daily check lists before ending each shift
- Complete and submit incident reports immediately as required and occurs.
- Ensure all members are signing in and out – keep track of their memberships

General Duties:

- Open and close the clinic ensuring to maintain the safety of it and yourself
- Photocopying and Scanning
- Ensure reception and waiting areas are clean and tidy
- Ensure the gym is stocked with towels and clean cups throughout the day
- Ensure the kitchen area is clean and free of dishes
- Putting in orders for stationary and supplies such as toilet paper/hand roll to the office manager

Financial:

- Advise clients of credit and billing policies as well as process payments including the issuing of invoices and receipts.
- Ensure the accuracy of billing and electronic submission of payments throughout the day.
- Issue invoices and receipts after each appointment
- Create invoices for all third party billers and ensure these are sent fortnightly
- Process payments

- Prepare banking and reconciliation statements
- Maintain accurate petty cash records
- Prepare all DVA slips when a client arrives and ensure they are filled out accurately
- Gather all DVA slipes for the previous month, at the beginning of each new month and send them off via mail

Internal and External Interaction:

- Liaise with internal departments and external agencies such doctor's surgeries, specialists and repairs and maintenance personnel and follow up on any of their outstanding requests or requirements.
- Liaise with Practitioners daily regarding paperwork and follow-up any issues or conflicts they may have in their diary
- Assist in supporting Practitioners to achieve best client outcomes

Client management:

- Communicate as per policies and procedures relating to client rights, open disclosure and client consent.
- Access communication services to assist clients with a disability or who speak another language.
- Manage difficult, angry or abusive clients as well as handling violent situations in the workplace in accordance with Zero Tolerance policy and procedure.
- Access information about local health, disability and community services as required or requested.

Client health records and confidentiality:

- Scan investigation results and patient information into client records using appropriate codes as well as the appropriate handling of other results, reports and clinical correspondence.
- Appropriately manage privacy, confidentiality and security of verbal, written and electronic client health information including transferring over a public network securely.
- Use security process for managing letterhead, client health records, referrals and related client health information including accounts.
- Using passwords and how to lock the computer and activate screensavers as well as ensure no sensitive information left in general view.

Record Keeping:

- Enter client details in as they arrive as well as scanning in their new client forms and referrals.
- If there are OHS issues evident in our practice, they are to be reported to the Office Manager via an incident report
- Prepare a Medicare audit as per the admin manual for the previous month, at the beginning of each new month.

Clinical support:

- Change beds and general cleaning in treatment rooms after consultation and between each session.
- Effectively engage in infection prevention and control including –
 - Correct hand washing and hand hygiene techniques.
 - Appropriate handling, sorting, laundering remove laundering and storing linen.

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- Safe handling and disposal of clinical waste
 - Spill management including location of kit, wearing appropriate PPE, treatment dependent on floor surface and spill kit maintenance.
 - Effectively engage in cleaning and sterilisation of treatment rooms and gym area including

Social Media, Marketing and Advertising:

- Creating engaging content for company social media to promote Bodyfit NT. Content may include “Meet the Team” staff information posts, advertising of appointments, promotion of new and existing programs, promotion of current offers/deals, class availability, community involvement, remote updates, available classes, sharing of educational resources and general communication with the local community.
- Use of excellent written skills in social media and other marketing content
- Use of language appropriate for a provider within the health industry whilst also ensuring content is relatable to the general NT population.
- Taking photos; scripting, filming, and editing videos to use for marketing purposes. No equipment will be provided. Please use what you have.
- Collaboration with Bodyfit NT practitioners and management level staff to create suitable content which aligns with company values and business direction.
- Featuring in photographs and videos where required.
- Show initiative and make the most of social media content opportunities that present themselves within the Bodyfit NT clinics.
- Creation of monthly Bodyfit NT newsletters via Mailchimp to enhance engagement with past and current clientele. Monthly newsletters are to include similar information to social media – i.e. general updates, staff introductions & farewells, promotion for new and existing programs, clinic closure (e.g. public holiday, Christmas), educational material
- Undergo training in the use of Mailchimp (newsletter), Canva (content creation), Animoto (video creation), Facebook & Instagram (from a business perspective).
- Maintain a thorough understanding, and enhance skills related to the uses of each platform to ensure programs are used to their fullest advantage.
- Completion of social media courses and attendance at seminars relating to the use of social media for business to further enhance employee understanding of social media reach and engagement. Skillset to develop includes using social media to grow business, enhance engagement, defining niche and creation of advertisements.
- Respond in a professional and appropriate manner to anyone contacting through social media platforms. Ensure this is done in a timely fashion.
- Ensure Talent Release paperwork is correctly completed and appropriately filed for all individuals participating in photographs and videos regardless of their use (i.e. social media, newsletter, website, etc).
- Create appropriate posters, announcements, signs and advertisements using software such as Canva as directed by management.

Other:

- Further duties not listed on this position description may also be required at the request of Bodyfit NT

CORPORATE

- Ensure Bodyfit NT's image is enhanced and protected by performing all duties in a courteous, efficient and professional manner
- Abide by all workplace Policies and Procedures
- Inform Management of any issues likely to adversely affect the performance, image or public perception of the organisation
- Adhere to Occupational Health and Safety Guidelines and use all necessary safety equipment provided, reporting any defect in any such equipment as soon as it comes to your attention
- Issue Tristar Medical Group with all personal documentation (e.g. leave applications, sick leave advice, change of address) accurately and promptly
- Participate in on-going periodic Performance Reviews
- Act in a respectful, encouraging and helpful manner at all times, particularly when dealing with fellow employees
- Refrain from making public statements or issuing comments to the media unless specifically authorised by the Directors
- Ensure due care is exercised in the use of equipment issued or entrusted, and that proper maintenance is carried out on a regular basis
- Participate in any organisational initiatives such as training, performance reviews and meetings as well as contribute to Bodyfit's quality and continuous improvement initiatives.
- Abide by Tristar's time and attendance guidelines including advising of absences, submitting leave applications, changes to contact details accurately and promptly

KEY PERFORMANCE INDICATORS (KPIs)

- Provide outstanding customer service when dealing with clients' needs and requests, including, answering phones, booking appointments, following up on queries in a timely manner
- Ensure that recalls are completed daily
- Ensure scanning is completed daily
- Provide adequate support to practitioners
- Ability to complete all finance tasks (billing, batching, receipting, banking etc.) with excellent attention to detail
- Maintain the privacy and confidentiality of clients and Bodyfit NT employees' information
- Contribute to a harmonious and team-based workplace
- Support the organisational culture by adhering to all Tristar Medical Group policies and procedures, and all relevant OHS guidelines. Report any incident that can likely pose a risk or hazard in the workplace
- Be proactive in performing your duties

ACCOUNTABILITY & EXTENT OF AUTHORITY

The incumbent is responsible for providing outstanding customer service to clients, practitioners and colleagues.

The incumbent reports to the Office manager, and functions within the guidelines of the Policy and Procedures of Tristar Medical Group.

JUDGEMENT & DECISION MAKING

The incumbent is expected to develop excellent customer service, communication, interpersonal and organisational skills.

The ability to maintain confidentiality regarding all work-related issues is also expected.

QUALIFICATION, SKILLS AND EXPERIENCE

- Several years of administrative experience ideally having worked in a busy and dynamic medical or allied health practice.
- Training in CPR and/or experience in management of emergencies.
- Familiarity with Medicare and Health funds will also be highly regarded.
- Completion of an accredited medical receptionist course and possess knowledge of medical terminology would be very advantageous
- Excellent customer service skills that reflect a professional but friendly approach to liaise effectively with people from a diverse range of backgrounds and cultures.
- Highly motivated with excellent interpersonal and communication skills.
- Has the ability to work effectively in a team or independently with minimal supervision.
- Ability to work well in a busy environment with meticulous attention to detail and multi-task several duties at once while remaining calm under pressure.
- Possess a sound level of problem-solving skills and the ability to make decisions as per standard operating procedures and know when to escalate issues to management.
- Maturity and able to maintain absolute confidentiality regarding client and clinic information as well as use initiative with discretion.
- High level computer proficiency with attention to detail and accuracy. Advantageous to be familiar with using medical and appointment systems and databases as well as Microsoft Office.
- Employment is subject to the incumbent providing the employer with a current and clear National Police Check.
- Ability to work in nearby clinics as required and preferably has a current drivers' licence.

AGREEMENT

I understand and agree to accept the role and responsibilities set out in this position description.

Employee name:

Date:

Signature: