**Medical Receptionists – Casual**

**Closing Date is 5pm Wednesday, 22 May 2024**

**The Organisation**

Galambila Aboriginal Corporation trading as Galambila Aboriginal Health Service is an Aboriginal Community Controlled Health Service located in Coffs Harbour, NSW. Galambila is a leading provider of high quality, culturally relevant, comprehensive primary health and related care services. Galambila serves the Aboriginal communities of Coffs Harbour, Urunga, Bellingen and Woolgoolga.

**Important Information**

Galambila is an equal opportunity employer and all applications for vacancies are based on merit. Women and people with disabilities are encouraged to apply. Galambila Aboriginal Health Service considers that being Australian Aboriginal is a genuine occupational qualification under s.14 of the Anti-Discrimination Act 1977 NSW – the successful applicant will need to provide documentation that they are recognised by the Aboriginal Community as being of Aboriginal descent. Applicants must be Australian citizens or permanent residents or have legal entitlement to work in Australia.

Galambila provides a smoke-free work environment and promotes a no-smoking culture for staff where they are encouraged and supported not to smoke. Smoking is not permitted at any time in the buildings of the workplace or vehicles of Galambila.

**How to apply**

To apply for this role you will need to provide:

* A completed Applicant Details Form;
* Your updated Resume; and
* A maximum two page cover letter addressing the capabilities relevant to the role.

You can submit your application directly by email to [HR@Galambila.org.au](mailto:HR@Galambila.org.au) or online at [www.galambila.org.au/careers](http://www.galambila.org.au/careers).

For further information or inquiries please ring

Jen on 02) 6652 0800

Late applications will not be considered for interview.

Applications must be received on or before **5pm Wednesday, 22 May 2024**



**APPLICANT DETAILS**

**Position Applied for**

Medical Receptionist

**Name**

Click here to enter text.

**Do you identify and are recognised as Aboriginal or Torres Strait Islander?**

Yes, Aboriginal  Yes, Torres Strait Islander  Yes, Aboriginal and Torres Strait Islander

No, I don’t identify as either Aboriginal or Torres Strait Islander

**Address**

Click here to enter text.

**Suburb, State and postcode**

Click here to enter text.

**Contact Number Alternative Contact Number**

Click here to enter text. Click here to enter text.

**Email address**

Click here to enter text.

**How did you hear about this vacancy?**

Choose an item.

If other, please detail: Click here to enter text.



**Medical Receptionist Capabilities**

Please note Galambila Aboriginal Health Service considers that being Australian Aboriginal is a genuine occupational qualification under s.14 of the Anti-Discrimination Act 1977 NSW – the successful applicant will need to provide documentation that they are recognised by the Aboriginal Community as being of Aboriginal descent.

**Essential**

**Resilient**: Recovers from setbacks; overcomes obstacles and setbacks; learns from experience and identifies areas for self-development.

**Client focused:** Prioritises needs of clients; Aims for best outcomes for clients; follows through with commitments.

**Honest**: Is reliable and trustworthy; Acknowledges and learns from mistakes.

**Collaborative**: Works with others to achieve common goals; engenders a spirit of teamwork; inspires trust.

**Supportive**: Encourages others to attain goals and achieve; listens actively and inspires confidence; and demonstrates empathy when confronted with adversity.

**Flexible**: Adapts to changing circumstances in the workplace; and prioritises work and addresses what is most important.

**Self disciplined**: Manages own time to achieve key outcomes; avoids distractions and diversions.

**Desirable**

1. Demonstrated knowledge and understanding of the Medicare claims process.
2. Demonstrated knowledge and understanding of Pracsoft and Medical Director.

**Licence**

1. Current ‘C’ Class driver’s licence is mandatory for this role.

**Qualifications**

There are no mandatory qualifications for this position, however, the following qualification (or equivalent) is highly regarded.

* Certificate IV or Diploma in Business Administration
* Certificate III Medical Reception
* Diploma of Practice Management’

**Position Description**

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| --- | --- |
| Position: | Medical Receptionist ***(two vacancies)*** |
| Location: | Galambila Aboriginal Health Service |
| Pay structure: | Galambila General Enterprise Agreement 2017 |
| Annual Salary | ADM2 |
| Hours per week | 38 |

|  |
| --- |
| Our Values → Respect ↔ Accountability ↔ Inclusive ↔ Compassionate ↔ Empowerment |
|  |
| Our Purpose → Culturally appropriate care that ensures the best possible health and wellbeing outcomes for those on Gumbaynggirr Land |
|  |
| Our Vision → Greater choices for our mob to improve health for all stages of life |

**Objectives**

As the Medical Receptionist you will provide high quality culturally relevant administrative assistance to support clients access to primary health care and social and emotional wellbeing services that Galambila offers. Primary role and functions are:

* Coordinate and provide professional reception services to all staff, clients and visitors to Galambila Aboriginal Health Service; and
* Contribute to the provision of a safe, supporting, caring and nurturing environment for clients, visitors and employees

**Key Areas of responsibilities**

1. Provide a high quality, culturally relevant, customer service to clients and visitors.
2. Provide administrative support in the health care needs for clients including:
3. Provide a welcoming and friendly client service to all
4. create and maintain accurate and complete client records;
5. make appointments, provide support for appointment reminders to clients and staff, follow up clients requiring recall for all services related to Galambila clients;
6. prepare and manage the end to end processing for client rebate claims such as Medicare and WorkCover;
7. informing Doctors of letters, reports, and scripts to be written; and

arranging and supporting clients with transportation needs for appointments

1. Ensure the efficient management of client’s medical records by:
2. create, maintain and support accurate and complete client records;
3. Electronic data entry into patient information record systems such as prac soft, Medical Director and other software;
4. maintaining client confidentiality; and
5. upholding the dignity and rights of clients, carers and families while respecting privacy and confidentiality at all times.
6. Provide general administrative and quality customer service duties in the support and management of Galambila Aboriginal Health Service Including:
7. greeting patients while displaying a professional, friendly, and helpful manner;
8. answering phones and following up general queries from clients, stakeholders and staff;
9. registering incoming/outgoing mail;
10. keeping the reception area and waiting room clean and tidy;
11. maintaining and ordering of stock including stationery and non-medical consumables; and
12. managing the weekly computer backup.

1. Identify and raise any complaints or concerns from clients, visitors, or staff with the Team Leader or Practice Manager and assist in improving client services for the provision of a safe, supporting, caring and nurturing environment for clients, visitors and employees.
2. Understand and be aware of relevant legislation and workplace policies and procedures as they relate to Client care such as Privacy Act and Workplace Health and Safety.

**Workplace responsibilities**

* Work as a team member, seeking support, guidance and direction as required;
* Attend meetings and undertake training as appropriate to the role of Medical Receptionist;
* Perform any other duties consistent with the terms of employments as may be directed or implied from time to time; and
* Participate in staff performance reviews.

**Workplace Health and Safety responsibilities**

* Follow defined WH&S and injury management policies and procedures;
* Take reasonable care for the safety of others in the workplace;
* Ensure organisational compliance with any requirements of the WH&S Act and other legislation with regard to health, safety and welfare in the workplace;
* Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in compliance with the WH&S Act or other legislation;
* Report all accidents or incidents which did, or could have resulted in, injury to others in the workplace or damage to property;
* Report all hazards or potential hazards;
* Be familiar with emergency evacuation procedures and participate in regular training in safety procedures; and
* Provide input into regular safety inspections for their department.

**Child Protection Responsibilities**

* Be familiar with and adhere to legislation in relation to Child Protection and comply with NSW Health Frontline Procedures for the Protection of Children and Young People; and
* Attend training in Child Protection as required.

**Continuous Quality Improvement responsibilities**

It is the responsibility of each staff member to be aware of the contents of the policy and procedures manuals and work within the principles contained therein.

Each staff members is expected to be committed to quality service and to participate in activities to enhance continuous quality improvements in the workplace.

**Non Smoking Policy**

Galambila provides a smoke-free work environment and promotes a no-smoking culture for staff where they are encouraged and supported not to smoke.



**Galambila Privacy and Confidentiality information**

One of the many rules to which staff must strictly adhere is the rule of professional secrecy and access to confidential information. All Galambila employees must observe a strict code of secrecy in any matters relating to work at Galambila and particularly in relation to information regarding clients/patients.

It is equally important that members of staff do not disclose any health information of clients/patients to any other staff member unless this information is necessary for the provision of care and is exchanged in the course of providing care.

Matters concerning the work of Galambila including information about clients/patients must never be discussed outside of Galambila and each member of staff has a moral and legal obligation to Galambila not to violate the trust placed in them in the handling of sensitive and confidential client and organisation information.

Staff recruited to Galambila are required to sign privacy and confidentiality agreements upon commencement of employment. Breaches of privacy and confidentiality are treated with the utmost seriousness and may result in disciplinary action up to and including termination of employment.

**Employment Arrangements**

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An offer of employment is subject to a six (6) month probationary period and ongoing funding arrangements. A review of performance will be conducted 3 months after commencing.

Performance and outcomes will be reviewed regularly. Your reporting lines may change from time to time at Galambila in accordance with operational requirements.

This appointment is subject to a satisfactory clearance for a police check and a clearance for working with Children undertaken by the Office of the Children’s Guardian (NSW).

**Documentary identification required**

**Successful applicants** will be required to provide the following documentation:

* Working with Children Check verification or application number;
* Proof of identity (such as Birth Certificate, Drivers licence, Proof of Age Card, or Passport); and
* Confirmation of recognition of being of Aboriginal and/or Torres Strait Islander descent from an incorporated Aboriginal and/or Torres Strait Islander organisation.