

## POSITION DESCRIPTION

<b>Position:</b>	Receptionist – Specialist Clinic
<b>Directorate</b>	Clinical Operations
<b>Division:</b>	Outpatient Services
<b>Business Unit:</b>	Specialist Clinic
<b>Enterprise Agreement</b>	VICTORIAN PUBLIC HEALTH SECTOR (HEALTH & ALLIED SERVICES, MANAGERS & ADMINISTRATIVE WORKERS) SINGLE ENTERPRISE AGREEMENT 2016-2020
<b>Reports to:</b>	Patient Services Manager/ Clerical Team Leader/ Relevant Department Manager



## MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. From day one, MBPH has aspired to provide exceptional patient care and be a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement and positive and aligned workplace culture.

MBPH employs over 900 staff and has 172 beds and provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

## VISION

Mildura Base Public Hospital – providing exceptional care.

## PURPOSE

To improve health outcomes for our tri-state communities by creating partnerships, leading culture and building our team to deliver sustainable services.

## VALUES

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation. For information on our **HEART** values and the expectations to uphold the values, please refer to page 5 of this document.

## INCLUSION

At MBPH, we firmly believe that fostering diversity, equity, and inclusion is essential to the success of our health service, our employees, our patients, and the wider community. We wholeheartedly embrace diversity and highly value the diverse experiences of individuals from all ethnicities, faiths, ages, disabilities, cultures, languages, gender identities, sexes, and sexual orientations.

We extend a warm welcome to lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) individuals, inviting them to be a part of our inclusive health service.

Aligned with our HEART Values, we are dedicated to further enhancing accessibility and promoting inclusive practices across all aspects of our workplace.

## STRATEGIC OBJECTIVES

Our  
Vision

**Mildura Base Public Hospital – providing exceptional care**

Strategic  
pillars

We  
achieve  
this by...

**Caring for our community**

Ensuring our focus is on person centred care.  
 Using best evidence-based practice to deliver exceptional care.  
 Empowering our communities to manage and improve their health and wellbeing.

**Aspirational through our culture**

Leading a values based, accountable, quality & safety culture.  
 Continuous improvement of service delivery and provision of care.  
 Operating safely and efficiently with a skilled and effective workforce.  
 Being an employer of choice, enabling our staff to be at their best.

**Trusted in our relationships**

Community have an understanding of our role and confidence in our services.  
 Partnering across sectors to strengthen our services.  
 Addressing our communities shared challenges in partnership by applying innovative solutions.

**Sustainable in our Services**

Reinvesting in the community and its wellbeing through sustainable models of operations.  
 Delivering and supporting shared services to improve access to the best and right care.  
 Strengthening our planning approach with the patient at the centre.

## POSITION SUMMARY

To provide a comprehensive customer focused service and assume responsibility for all administrative duties within the MBPH Specialist Clinic.

To undertake the identified duties required as part of a team that works cooperatively sharing roles and responsibilities to meet the needs of the customer.

## KEY RESPONSIBILITIES AND DUTIES

- Attend to telephone calls in a timely, proficient and friendly manner.
- Use a polite and professional telephone manner ensuring processes are followed, attending to all inquiries proficiently.
- Check in patients at Reception for their appointments, ensuring all details are correct and amend as necessary. Print labels as required.
- Schedule all necessary appointments as required
- Attend to incoming referrals as necessary, ensuring they are correctly saved to patient's electronic files and provide to consultants for triaging. Process accordingly.
- Attend to patients/visitors and maintain relevant information/records for all attendance to suites
- Ensure all relevant documentation related to patients is completed in an efficient and timely manner
- Provide timely and accurate information in response to queries by patients, visitors and other customers
- Prepare histories and other relevant paperwork prior to appointments as required
- Ensure professional and courteous interaction with all patients, doctors and employees at all times
- Build a positive working relationship with doctors, their assistants and colleagues alike.
- Understand and apply the principles of confidentiality and privacy
- Ensure letters, discharge plans and reports are completed in a timely and professional manner
- Complete audits as requested
- Scanning and filing of all relevant reports
- Account management, including presentation of costs and collection of payment as required
- Ensure billing process completed in timely manner
- Undertake daily banking and receipting function as required

- Make recommendations to Practice Manager and Team Leader on changes to existing work practices, policies or procedures that would support quality improvement within the Specialist Clinic
- Record and update as necessary patient information using the appropriate systems
- Understand the principles of confidentiality and privacy
- Liaise with GP clinics, allied health, theatre bookings, pre-admission, tertiary institutions and other providers as necessary
- Deliver and collect supplies and files as necessary
- Assist other team members as necessary

## GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital employee you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

## KEY SELECTION CRITERIA

### Essential

- Previous health or medical services experience
- Effective communication and interpersonal skills
- Proven ability to work effectively in a team environment and independently as required
- Strong customer service skills and a commitment to excellence
- Ability to complete tasks within designated timeframes
- Intermediate level of computer skills within the Microsoft suite of products.

### Desirable

- Previous experience in a medical administrative / reception position
- Certificate in Medical Terminology
- Experience in hospital mainframe systems, in conjunction with competent keyboard skills, patient management, clinical systems and MS Office.
- Experience in medical software packages (Medical Director Clinical and BlueChip)
- Relevant health services experience

### Personal Qualities, Knowledge and Skills

- Act in a professional manner at all times when dealing with internal and external customers
- Positively promote the company in a positive manner both internally and externally
- Demonstrate a good work ethic that includes punctuality, integrity, respect for others and a commitment to professional practice
- Adhere to all Infection Control guidelines

- Understand and adhere to the Mildura Base Public Hospital Code of Conduct, Confidentiality Privacy & Intellectual Property Policy, Safety Community & Environment Policy and Workplace Discrimination & Harassment Policy
- Participate in the annual Performance Development Review process
- Dress and personal presentation reflect the requirements of the Mildura Base Public Hospital Dress Code and Appearance Standards

## **MANDATORY REQUIREMENTS**

### **National Police Record Check**

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

### **Working with Children Check:**

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition, you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

### **Immunisation Requirements**

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

### **Drivers Licence**

A current Victorian driver's licence is required for this position

*All Mildura Base Public Hospital sites, workplaces and vehicles are smoke free.*

*This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.*

## **ACKNOWLEDGEMENT BY EMPLOYEE**

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_





## Happy WE ARE POSITIVE

### As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

### Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



## Empathetic WE ARE CARING

### As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

### Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



## Accountable WE ARE COMMITTED

### As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

### Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



## Respectful WE ARE OPEN TO OTHERS

### As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

### Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/ age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



## Team-based WE ARE ONE TEAM

### As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

### Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

## LANGUAGE WE USE

"I choose..."  
"I care..."  
"I prefer..."  
"I will..."  
"I can..."  
"Is there a better way to do this?"  
"Can we explore that more so I can understand it better?"  
"We will...us...we can..."

## LANGUAGE WE DON'T USE

"I have to..."  
"I must..."  
"If only..."  
"Ah well, that is because of XYZ..."  
"Our processes do not let us do it"  
"Things have always been done this way"  
"Them and us"

## THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

