



Position Description

A SMALL RURAL HEALTH SERVICE DETERMINED TO ACHIEVE GREAT THINGS

Kerang District Health is a small rural health service offering a broad range of acute, residential aged care, primary and community services to the Kerang community and surrounding district.

Acute Health services provided include medical, oncology, a 24 hour urgent care centre (UCC) and surgical services such as general surgery, gynaecology, urology and dental.

The health service also provides residential aged care services to 30 residents in 'Glenarm' and provides transitional care to 4 clients either in hospital or in the community.

A variety of primary and community services also come under the KDH banner including a GP clinic, district nursing, centre based and mobile day activities, an exercise program and a men's shed.

VISION AND VALUES

Kerang District Health seeks to improve the health and wellbeing of the community. How we go about our work is as important as what we achieve. Everything we do is underpinned by our core values, **Caring, Accountability, Respect and Excellence**

Organisational Values	Associated Behaviours
C - Caring	We will be person centered, show compassion and empathy
A - Accountability	We will be transparent, trustworthy and responsible for our actions
R – Respect	We will embrace and be considerate of the differences of all people
E - Excellence	We will be dedicated to every person, every time

1. POSITION DETAILS

Title	KMC Receptionist	Division	Clinical Services
Department	Kerang Medical Clinic	Location	Unit 13, 47 Victoria Street, KERANG VIC 3579
Enterprise Agreement (or its successor)	Health and Allied Services, Managers and Administrative Workers		
Classification	Manager and Admin Worker Grade 1A-1 (dependant on qualifications and experience)		
Immunisation Risk Category	Category B: Position unlikely to have contact with blood or other body fluid		

Position Summary	This position is the 'face' of the medical clinic. All patients, visitors, callers need to be greeted in a professional and friendly manner and their matters attended to.
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Position Description

	This position requires the incumbent to ensure that all required administrative tasks of the medical clinic are completed and carried out in accordance with policies and procedures of Kerang District Health	
Position Reports to	Direct	KMC Practice Manager
	Professional	n/a
Number of Reports	Direct	Nil
	Indirect	nil
Decision Making Authority	n/a	
Key Relationships	Internal	KMC staff and GPs, KDH
	External	Clinic Patients Murray Primary Health Network Medicare Northhaven Northern District Community Health Department of Health Referring Specialists Other GP Clinics Pathology Service Radiology Service Allied Health Professionals

2. SELECTION CRITERIA

Essential Requirements	<ul style="list-style-type: none"> • Current experience within a similar role • Demonstrated excellent communication skills • Demonstrated excellent computer skills • Demonstrated ability to work well under pressure • Current National Police Check • The right to work in Australia
Desirable Requirements	<ul style="list-style-type: none"> • Qualification in administration or equivalent • Experience with Best Practice Medical Software Program • Pharmaceuticals knowledge

3. KEY ACCOUNTABILITIES

Key Accountabilities	Demonstrated by / Key Performance Indicators
Core Tasks	<ul style="list-style-type: none"> • Present a positive and 'can do' attitude even during our busiest and most stressful times. • Screening and attending patients as they arrive



Position Description

	<ul style="list-style-type: none"> • Answering calls promptly and courteously, booking appointments or directing calls as required. • Accurate message taking. • Working as an integral part of our team to ensure all tasks are completed in a timely and efficient manner • Raising accounts • Billing and receipting • Maintaining confidentiality at all times • Managing patient correspondence, both incoming and outgoing • Other tasks and duties as directed by the Practice Manager
Continuous Quality Improvement	<ul style="list-style-type: none"> • To recommend/discuss any new resources, processes, or equipment that may be required to maintain and further develop effective programs or treatments with the relevant Executive Director. • To participate in Quality Improvement activities within the relevant department, team and organisation as required.
Infection Control	<ul style="list-style-type: none"> • Each staff member has a responsibility to minimize exposure to incidents of infection/cross infection of residents, staff, visitors and the general public. • The risk minimisation strategies are to be supported by all staff adhering to the Infection Control Manual policies, procedures and guidelines.
Occupational Health and Safety	<p>RESPONSIBILITIES: It is the responsibility of every staff member to:</p> <ul style="list-style-type: none"> • Take reasonable care for your safety and the safety of others while at work. • Report accidents, incidents and potential hazards as soon as reasonably practicable to your supervisor and record on VHIMS reporting system. • Advise your supervisor if you have an injury or illness that may affect your ability to perform the inherent requirements of your position. • Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual. • Complete all Mandatory training requirements as identified and directed. • Comply with the Occupational Health and Safety Act and all KDH O.H. & S. online Policies and Procedures.
Above and Below the Line Behaviour Modelling	<p>All staff are expected to comply with and support the Kerang District Health Above and Below the Line Behaviour model, focusing our behaviours on those that reflect our values; Caring, Accountability, Respect and Excellence.</p>
Performance Appraisal and Goal Setting	<p>A Performance Appraisal and Goal Setting will be conducted annually</p>

4. STANDARDS TO WHICH PERFORMANCE WILL BE ASSESSED

- Key Performance Indicators
- Demonstrating organisational philosophy in all activities
- Compliance with organisational policy, procedures and practices
- Compliance with goals induction setting within the first six months of employment
- Compliance with position description and goals set at annual performance appraisal
- Contribution to the team and organisation



Position Description

- Management, peer, client and community feedback.

5. ACCEPTANCE AND AGREEMENT

All Kerang District Health team members must:

- Demonstrate and role model Kerang District Health values.
- Comply with all Kerang District Health Policies and Procedures.
- Comply with the requirements of the National Safety & Quality Health Service Standards.
- Work in accordance with the Data Accountability Framework to maintain data integrity.
- Complete and maintain all mandatory training relevant to area of practice.
- Participate in Kerang District Health’s performance development process as required.
- Contribute to a safe and healthy working environment.
- Report unsafe work practices in the incident reporting system.
- Promote a no blame culture of safety and wellbeing.
- Maintain working knowledge of emergency procedures and location of emergency equipment.
- Take all reasonable steps to prevent bullying, discrimination and harassment in the workplace.
- Observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- Comply with reasonable direction or duties as requested by their manager

Kerang District Health strongly supports patients in expressing their wishes and values. Clinical staff are encouraged to engage in Advance Care Planning (ACP) discussions with patients.

Kerang District Health has a zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously. For more information refer to Kerang District Health’s Child Safe Policy.

Kerang District Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free from harassment or discrimination.

Kerang District Health is a smoke-free environment.

ACCEPTANCE

I have read, understood and agree that this position description represents the duties, responsibilities and accountabilities expected of me in my employment in this position. I understand Kerang District Health reserves the right to modify position descriptions as required, and I will be consulted when this occurs.

Position Incumbent	
Signed	
Print Name	
Date	

Manager



Position Description

Signed:	
Print Name:	

Privacy Statement: Information may be collected and stored for the purpose of recruitment and selection. The information will only be used and disclosed for the primary purpose of its collection. Some exceptions exist. These may be obtained from the Human Resources department.