

Position Details

Position Title:	Receptionist
Department / Program:	Customer Engagement Team
Type of Employment:	Casual
FTE / Hours per week:	As per contract of employment
Award / Enterprise Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022 – 2026
Classification / Grade:	HS1
Work Location:	As per contract of employment

Position Relationship

Reporting To:	Customer Engagement Team Leader
Staff / Team Supervised:	N/A
Internal Liaison:	General Practitioners, Practice Nurses, Allied Health and Clinical Services staff, Practice Manager and Administration Team, Corporate Services Teams, Quality, Risk and Compliance Officer
External Liaison:	Clients, Carers, Families, Community members, Pathology and imaging providers, other healthcare providers, Suppliers, and Service Vendors

About NDCH

For more than 30 years, Northern District Community Health (NDCH) has worked to build healthy, inclusive and connected rural communities. We work across the health and social service systems to support people at every age and stage of life. We are deeply embedded with communities and partner with health and community services and all levels of government to support integrated, accessible services and a stronger system of care that makes sense for the rural context.

Our work makes a difference to health equity and health outcomes for rural people; keeping people well, out of hospital and engaged in community life.

Our services include medical care, allied health, nursing, mental health services, counselling, health promotion and community-based programs and events. We provide in-home personal care and support for older people to encourage ageing in place which enables our clients to remain connected to family and community. We offer rewarding career opportunities with a genuine balanced lifestyle for passionate professionals.

Our service reach has grown to span the Gannawarra, Buloke and Loddon Shires and more recently extended into the Rural City of Swan Hill. With more than 120 employees and 130 volunteers, our service encompasses picturesque towns like Cohuna, Kerang, Boort, Swan Hill and more.

Diversity Statement

NDCH recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural, and linguistic backgrounds, and financial status.

Position Summary

The Receptionist is responsible in ensuring the efficient and welcoming operation of NDCH's facilities. This position provides high-quality customer service to clients, supports clinical and administrative staff, and upholds the integrity and confidentiality of all patient information. The role contributes to NDCH's commitment to delivering accessible, person-centred, and culturally safe healthcare within a multidisciplinary community health setting.

Key Accountabilities

Reception

- Open and close of the facility.
- Greet patients/clients and other callers at the practice in a courteous and efficient manner.
- Answer the telephone promptly and courteously.
- Schedule appointments for patients/clients.
- Issue invoices/receipts and bulk bill as required.
- Enter and update patient/client registration details.
- Manage calls from patients/clients wanting test results by referring them to the concerned.
- To exercise confidentiality with regards to patient care and all aspects of the practice.
- Maintain reception area in a tidy and welcoming manner.
- Ensure registration forms, practice information sheets, and information displays are correct and adequately stocked.
- Assist Clinicians by making telephone calls, photocopying, etc., as requested and required.

Administration

- Prepare and record outgoing mail and posting daily.
- Open and distribute incoming mail.
- Type medical reports as required.
- Scan and/or file patient correspondence, results daily, or as required.
- Ensure computer back-up hard drive is changed daily.

Other Duties

- To actively participate in general staff meetings.
- To attend training sessions in-house and external courses when required.
- General housekeeping such as tidying and cleaning of waiting room when necessary.
- Undertake other duties as required from time to time as directed by the practice manager, nurses and doctors.
- Maintain knowledge of, and comply with, workplace health and safety principles including infection control.
- Demonstrate patient-focused approach in service provision with genuine empathy and interest in their needs.
- Excellent interpersonal and communication skills.
- Always be well-presented, friendly, courteous and obliging.
- Represent the practice in a confident and positive manner at all times.
- Undertake all duties in a diligent manner, with honesty and integrity.
- Maintain absolute confidentiality regarding patient and practice information.
- Have a vigilant attitude to accuracy, being prepared to double check as necessary.
- Work cooperatively and independently.
- Demonstrate ability to prioritise and organise.
- Demonstrate commitment to ongoing professional development.

Key Competencies

Core / Functional Competencies:

- Customer Service & Communication Skills
- Organisational & Time Management Skills
- Accuracy and attention to detail
- Problem Solving

Behavioural Competencies:

- Accountability
- Collaborative
- Respectful
- Emotional Intelligence

Key Selection Criteria

Essential:

Qualification:	Highschool Certificate or higher
Certification:	N/A
Registration:	N/A
Experience:	Demonstrated experience in a customer service role within a health, medical, or community services setting.

- Strong verbal, written and interpersonal communication skills, including effective negotiation and conflict resolution, ability to liaise effectively with diverse external and internal stakeholders, and interact as part of a multi-disciplinary team.

Desirable:

- Certificate III or IV in Business Administration (Medical) or related qualification.
- Familiarity with Medicare billing processes, electronic claiming, and MyMedicare systems.
- Sound knowledge of relevant healthcare quality standards and regulatory requirements (e.g. RACGP, AGPAL, ACQS, NSQPCHS, etc.).
- Knowledge of local community health and social support services.
- Lived experience or demonstrated understanding of rural health challenges.

Organisational Responsibilities

- **Diversity:** NDCH is an Equal Opportunity Employer, we celebrate the diversity of different ages, gender, ethnicity, physical ability, sexual orientation, religious belief, work experience, and educational background.
- **Code of Conduct:** Uphold the NDCH culture and professional codes of conduct and comply with all relevant laws and policies. Be aware of and perform all duties in accordance with the organisation's policies and procedures.
- **Child Safety:** Make a commitment to the safety and wellbeing of children and young people. This means to protect and support, enhance wellbeing, and reduce any opportunities for abuse, or harm to occur.
- **Consumer Engagement:** Seek and facilitate consumer and community participation to ensure the healthcare we deliver is safe, high quality and meets the needs and preferences of our diverse communities.
- **Person/Family Centred Approach to service provision, health promotion action and access to information:** Identify, strengthen capacity, and address any barriers that prevent a consumer to maximise their independence and choice in decision making about the way their services are delivered.

- **Occupational Health and Safety (OH&S):** Be familiar with and ensure that all appropriate actions are taken to implement OHS policies and procedures and that legislative requirements are met within the service.
- **Risk Management:** Comply with NDCH Risk Management system, actively contribute to creating an organisational culture that promotes risk identification and mitigation. Understand practice frameworks relating to the **Multi Agency Risk Assessment and Management (MARAM)** framework and recognise family violence as a health issue.
- **Continuous Quality Improvement:** Adopt and promote a culture of continuous quality improvement within area of practice and the broader organisation. Participate and cooperate in data collection and audit processes to ensure compliance with applicable accreditation standards.
- Participate in **performance development plans** and **supervision**.
- Participate in continuous **learning and professional development**.
- Commit to a culture of trust, openness, and accountability to improve service quality and safety.

Conditions of Employment and other relevant information

- Undertake mandatory pre-employment & work screening checks (e.g. Professional Reference Check, Evidence of Work Rights, National Police Check, Working with Children Check, NDIS Check, International Police Clearance as applicable, Statutory Declaration, etc.) **Appointment is subject to the outcome of the checks.**
- Maintain a valid Police Check, Working with Children Check & NDIS Check whilst employed at NDCH.
- Provide credentials and maintain valid Professional Registration/s (as applicable) and driver's licence.
- Full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
- NDCH reserves the right to vary the work location of the position according to the needs of NDCH and its clients and any future changes to the NDCH's areas of operation.

Why Choose NDCH

At NDCH, we're more than a workplace – we're a community dedicated to building healthier, more inclusive rural lives. We are driven by core values that shape our every action. We strive to cultivate a workplace where courage, inclusivity, and unwavering commitment are not just ideals, but integral to our daily operations.

We offer a supportive, flexible environment where mental well-being and professional growth are prioritised. As a not-for-profit, we provide salary packaging and real career opportunities. Our impact extends beyond the office through active community engagement and services.

At NDCH, your voice matters, your work creates change, and you're part of something meaningful.

Position Description Approval

Approving Managers:

Name

Signature

Date

Department Manager

People & Culture Manager

Acceptance of Position Description

I acknowledge that:

- I have read and fully understand the Position Description and Inherent Requirements of the position.
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position, therefore, it must not be interpreted as totally inclusive.
- NDCH may alter the duties of this position description when the need arises. Any such changes will be made in consultation with the affected employee/s.
- I understand that this is separate from the Employment Agreement that I will sign, outlining the terms and conditions of my employment.
- This position description operates in conjunction with and forms part of the relevant individual performance development review plan. An initial review will take place six (6) months following commencement of employment and then on an annual basis.

Employee Signature: _____

Employee Name: _____

Employee ID No.: _____

Date: _____