

JOB OPPORTUNITY

Job Title: Medical Receptionist
Reporting to: Practice Manager
Hours: PART-TIME (2, 2.5 or 3 days)

Introduction.

Your Doctor is on the hunt for a new Receptionist to join the team at their boutique-style, privately billed general practice in Berwick, VIC. Their reception team are highly valued, as play a vital role in the successful delivery of high-end care to their patients, ensuring from the moment the patient calls or enters the building, to the moment they leave, they receive exceptional service in a professional and caring environment.

About Your Doctor.

Your Doctor is a specialist general practice located in the heart of the south-eastern suburb of Berwick. They offer a high standard of medical care, and take their patients' health and wellbeing very seriously, ensuring that each consultation is thorough and comprehensive. Appointment times are made to ensure that neither patient nor doctor/nurse is rushed, and that the time allocated is sufficient to achieve the best possible results for all involved. Their doctors are Australian and UK trained, value quality health care, long-term patient-doctor relationships, and running on time whenever humanly possible!

- ▶ Small, boutique, privately billed general practice
- ▶ Welcoming, clean, attractive environment - placing focus equally on contentment of patients and staff alike!
- ▶ Located in Berwick
- ▶ 3 x part-time GPs (2 from England and 1 from Australia - all of which have been with the team for at least 10 years or longer!)
- ▶ 4 x part-time receptionists (ranging in age and experience from 20 to 50+)
- ▶ 1 x nurse responsible solely for chronic disease management (care planning)
- ▶ 2 x co-practice nurses

Your Doctor Services.

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| ▶ Preventative Health Care | ▶ Family Health Care |
| ▶ Chronic Illness Management | ▶ Antenatal Health Care |
| ▶ Minor Procedures | ▶ Paediatric, Child & Adolescent Specific Health Care |
| ▶ Dermatology / Skin Checks | ▶ Geriatric / Elderly Specific Health Care |
| ▶ Sport Medicine | ▶ Family Planning |
| ▶ Cosmetic Medicine (Incl. Botox) | ▶ Contraception (incl. Implanon & IUD Insertion & Removal) |
| ▶ Influenza Vaccinations | ▶ Travel Medicine & Vaccinations |
| ▶ Asthma Management | ▶ Mental Health Care |
| ▶ Diabetic Management | ▶ Work Cover |
| ▶ Ear Syringing | |
| ▶ Female & Male Specific Health Care | |

About The Job.

Areas Of Responsibility:

In accordance with the practice policies and procedures:

- ▶ answer the telephone in a courteous and professional manner
- ▶ receive and convey messages in writing, verbally and electronically
- ▶ liaise with patients and their families / support groups in a compassionate manner (via written, phone, email, fax, etc.)
- ▶ welcome and arrive patients in the practice software (informing relevant colleagues of required information) and record visit, receive payments and process medicare, etc.
- ▶ liaise with GPs, other health professionals and their staff
- ▶ make / manage appointments
- ▶ scan and file documents
- ▶ prepare documents for mail out
- ▶ open, stamp and distribute incoming mail
- ▶ type documents as required, with a high level of accuracy
- ▶ place orders for stationery and/or clinical supplies and/or other products as directed or monitor stationery and/or clinical supply levels/expiry timeframes and place orders as required maintaining a working supply at all times
- ▶ book and organise staff and/or doctors' meetings as directed
- ▶ participate in ongoing professional development
- ▶ maintain practice dress standards
- ▶ handle cash, EFTPOS and other payments and adhere to practice billing policy
- ▶ contribute equitably to maintaining the cleanliness and appearance of the practice building, rooms, car park and gardens are clean, tidy and accessible to all - and if not, rectify or notify Practice Manager immediately
- ▶ open and set up clinic for use (unlock doors, turn on lights, open blinds, turn on computers and log each user in, turn urn and coffee machine on, unload dishwasher, change back up disks, ensure all rooms are presentable, turn on humidifier, and any anything else deemed required)
- ▶ close up clinic in the evening (incl. put out pathology)
- ▶ perform other administrative duties as directed by the Practice Manager or Principal Doctor/s

Safety, Quality and Culture:

- ▶ participate in the practice risk management and quality improvement processes
- ▶ record incidents and near misses in line with practice policy
- ▶ exercise duty of care including meeting practice standards and accountability
- ▶ maintain patient and practice confidentiality at all times
- ▶ ensure the practice building and work spaces are conducive to a safe and practical work environment
- ▶ work to clinical governance processes and standards
- ▶ actively contribute to the development of a culture consistent with the values of the practice

Selection Criteria:

Essential:

- ▶ an understanding that Your Doctor receptionists directly represent and project the Your Doctor business and brand, and when in front of patients or communicating via phone or email, this is exhibited appropriately
- ▶ the ability to maintain a presentable, professional, warm and calm demeanour, particularly during 'busy' moments or moments of increased stress
- ▶ previous experience in a medical reception or similar position
- ▶ working knowledge of Windows-based software systems (e.g. Word and Excel)
- ▶ an understanding of the Medicare Benefits Schedule
- ▶ an understanding of medical terminology, medical and allied health professional organisations and relevant stakeholders
- ▶ the ability to maintain a high level of professionalism and confidentiality
- ▶ strong computer literacy
- ▶ excellent communication skills, written and verbal
- ▶ the ability to work independently, show initiative and work productively within a team environment
- ▶ the ability to communicate with a range of people
- ▶ CPR training undertaken within the past three years or willingness to participate in training
- ▶ a current criminal record screening
- ▶ a current Working with Children Check
- ▶ work rights in Australia or be eligible for such

Desirable:

- ▶ previous experience in the use of Medical Director Pracsoft & Clinical
- ▶ an understanding or experience in general practice accreditation and standards

Hours:

- ▶ Part-time permanent position, 2, 2.5 or 3 days a week, between opening hours Monday to Friday, 9-5pm
- ▶ There is *some* flexibility in the amount of hours we are able to provide for this position. This will be discussed during a face-to-face interview.

The receptionists at Your Doctor work closely as a supportive team. With the assistance of the Practice Manager, they collaborate and communicate when to take their annual leave to ensure everyone manages a healthy and fair work / life balance. They also strive to provide coverage for each other, equally and when ever possible, when anyone requires sick leave, compassionate leave, etc.

What You Can Expect From Your Doctor!

- ▶ Welcoming and supportive team and culture
- ▶ Open, two-way communication
- ▶ Training
- ▶ Work-life balance
- ▶ Positive, fair, 'family' work environment

**For all enquiries,
contact our Practice Manager:**

Prudence Warnock

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We look forward to hearing from you!