



Position Description

Medical Receptionist / Transport Officer
Clinical Services
GWAHS | November 2020



POSITION TITLE

Medical Receptionist / Transport Officer
Wellington Aboriginal Corporation Health Service

LOCATION

GWAHS- Mt Druitt Clinic

POSITION DESCRIPTION

To work as part of a multi-disciplinary team to support, advocate and liaise for the community within the Clinic environment. The position provides the first point of contact for clients entering the clinic. It is responsible for a high level of customer service, processing appointments and client data. The position primarily provides transport services to assist the day to day operations of the clinic and health program and provide a quality client service.

The position holder reports directly to the Team Leader Clinic.

KEY RESPONSIBILITIES OF THIS ROLE

- Maintain the privacy and dignity of clients at all times
- Act with tact and diplomacy when dealing with information of a highly sensitive nature
- Work within strict confidentiality guidelines, ensuring all personnel and/or client information is kept secure
- Front desk, provide a high level of customer service
- Phone, prompt and professional answering and transfer of calls
- Coordinate clinic appointments, update Communicare and coordinate phone triage as required
- Accurately input primary client data
- Register all mail and distribute, register all incoming / outgoing faxes (if applicable)
- Ensure secure and accurate filing of all patient records
- Ensure reception area is kept neat and tidy
- Timely Reports provided as required
- Notifying clinicians of clients arrival
- Provide assistance and any needed support to clients during their visit
- Demonstrated knowledge and understanding of, respect for and compliance with culturally appropriate ways of working with Aboriginal individuals, families and communities
- Participate in any quality assurance activities as directed by the Team Leader
- Compliance of EEO, WH&S and Ethical Work Practices

Client Transport/ Deliveries

- Timely pick up and transporting of clients/ hospital /home as scheduled
- Emergency pick up of clients as directed
- Timely delivery and or pick up of medications, pathology, supplies and equipment as directed.
- Maintain a log / record of all journeys/ pick ups

Vehicle Maintenance and Administration

- Responsible cleaning, maintenance and reporting of any damage to vehicle
- Ensure log book are used on a daily basis
- Operation of vehicle and use of petrol card to being line with WACHS procedures
- Assist in maintaining the WACHS fleet, arrange servicing as required.

SKILLS AND EXPERIENCE REQUIRED

Essential Criteria

- Aboriginality
- Previous experience in a receptionist / secretary role which includes managing the day to day operation of the reception area
- Ability to oversee and support the operations of a demanding client focused work environment
- Excellent communication skills including the ability to communicate with local Aboriginal people
- Computer skills including experience with patient appointment programs and patient information recall systems
- Willingness to undertake professional training and development to support the Medical Receptionist roles and responsibilities
- Demonstrated awareness of and sensitivity to Aboriginal culture and history, and current issues affecting lives of Aboriginal people
- Working with Children and Criminal Record check clearances and a current NSW Drivers Licence

Note: Aboriginality is a genuine occupational qualification for the above position and is authorised under Section 14D of the Anti-Discrimination Act 1977 No. 48.

WHO WE ARE

Wellington Aboriginal Corporation Health Service (WACHS) aims to empower targeted Aboriginal and Torres Strait Islander people to take control of their individual, family and community health and wellbeing needs through the community-controlled model. Our main services are located in Wellington, Dubbo, Moree, Western Sydney, Penrith, Nepean Blue Mountains, and we provide outreach services to other towns and communities through our regional programs

We are an Aboriginal Community Controlled Health Service offering Primary Health Care Services and an Integrated Care program, as well as a number of specialist clinical staff and AHW's, a Specialist Programs Unit incorporating Social & Emotional Wellbeing, Child & Family Support, Drug & Alcohol, Aboriginal Family Health, Aboriginal Local Support, a Healthy for Life (H4L) Program, Maternal & Child Health Worker, Aboriginal Health Workers, Youth Health Worker and Dietitian targeting Maternal & Child Health and Chronic Diseases, regional programs including Australian Nurse Family Partnership Program, Aboriginal Children's Therapy Team, Tackling Indigenous Smoking Program. Our staff are supported by an Executive Management Team located across our service areas.

