

**VACANCY
RECEPTION & PATIENT
SUPPORT OFFICER**
INFORMATION PACKAGE

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POSITION DESCRIPTION

Reception and Patient Support Officer (Casual)

The Shire of Quairading is committed to providing culturally responsive services and strongly encourages employment applications from Aboriginal and Torres Strait Islander people.

Location	Quairading Medical Practice
Department	Medical Services
Salary	Local Government Industry Award 2020
Reports to	Practice Manager
Supervision of	Nil
Revision	2
Date	20 th June 2023

1. Organisational Relationships

1.1 Responsible to:

Medical Practitioner and Practice Manager
Chief Executive Officer

1.2 Supervision of:

Nil

1.3 Internal & External Liaison: -

Internal

- Employees
- Shire President
- Councillors
- Chief Executive Officer
- Executive Management Team
- Employees
- General Practitioner
- Visiting Doctors and Health professionals.

External

- Residents, ratepayers and the general public
- Community groups
- Culturally diverse people
- Government, non-government and private organisations
- Contractors, product and service suppliers
- Hospital and pharmacy staff
- Product and service providers

2. Extent of Authority

This position operates under the direction of the Medical Practice Manager in accordance with:

- 2.1 Established organisational systems, guidelines, policies and procedures, including those formally endorsed by Council.
- 2.2 *Local Government Act 1995, Workplace Health & Safety Act 2020, Minimum Standards of Employment, Equal Opportunity Act 1984* and other workplace legislation.
- 2.3 Specific workplace law related to bullying behaviour in the workplace, equal opportunity and occupational health & safety.
- 2.4 Strategic Community Plan.
- 2.5 Corporate Business Plan.
- 2.6 Reconciliation Action Plan.
- 2.7 Disability Access Inclusion Plan.
- 2.8 Code of Conduct and Customer Charter.
- 2.9 Delegated authority as prescribed in the Delegations Register.

3. Purpose of Position

- 3.1 This position aligns with the following strategic initiatives within the Strategic Community Plan, as follows:
 - SP1.3 Advocate for the provision of quality health services, health facilities and programs in the Shire
 - SP5.4 Implement systems and processes that meet legislative and audit obligations
- 3.2 The primary intents of this position are:
 - 3.2.1 To ensure the provision of quality customer service to patients of the Medical Practice, and high level professional clerical and administrative support as required by the Medical Practice Coordinator/s.

4. Roles & Responsibilities

Reception & Customer Service (Medical Services)

- Provide exceptional customer service to patients in person at the surgery reception and on the phone.
- Open and close the medical practice in accordance with set procedures.
- Maintain reception area in a tidy and welcoming manner, ensuring registration, health summaries, patient information sheets, new patient packs and information displays are current/need re-ordering.
- Triage patient appointments in accordance to guidelines as set out in practice procedures and policy manual and in accordance with the RACGP standards for general practice.
- Ensure patients are not required to wait excessive periods of time for an appointment, and that patients are informed of possible delays.
- Once appropriately trained, physically assist patients with mobility issues i.e. providing of wheel chair, assisting patients in and around the Practice, and assist in and out of vehicle.
- Once appropriately trained, assist and monitor patients requiring bathroom assistance or who are too unwell to sit in the waiting room.
- Act as a chaperone when requested by patient, GP or Practice Nurse.
- Hygienically clean internally or externally as required (i.e. after spills of bodily fluid or other).
- Raise patient accounts following the conclusion of each patient appointment, including payment processing.
- Batch, dispatch and receipt accounts to Medicare online.
- Enter and update patient registrations and patient notes in computer.
- Complete all daily banking requirements including receipting, balancing, reporting and depositing.
- Assist with prescription and test result dissemination request in accordance with policy and procedure.
- Maintain appointment diary details for the Doctor, Practice Nurse and visiting health professionals.
- Support visiting health professionals in set-up and pack-up of Allied Health room as required, follow-up patient phone calls and documentation when requested.
- Assist in maintaining practitioner's patient record and filing system.
- Liaise with referring Doctors, Hospital Staff and Pharmacist.
- Participate and contribute to practice meetings.
- Collaborate with individuals, groups, General Practitioners, other General Practice staff and health care providers in the development and review of guidelines, protocols or templates.
- Assist with reviewing the recall registers, pathology systems and individual & group documentation systems.
- Assist with reviewing clinical equipment, ensuring maintenance requests are completed as required.
- Assist in conducting health care clinics, including Flu and Covid clinics.

Administration & Information Systems

- Manage the practice's daily administrative requirements, including all communications/correspondence.
- Maintain the patient information database and all electronic systems and programs for accuracy, security and adherence to protocols.
- Ensure compliance with the Shire's procurement policy, ensuring all purchases are appropriately authorised.

5. Selection Criteria

Qualification	Essential	Desirable
Drivers Licence "C" Class - Unrestricted	✓	
Hold and maintain a current "CPR" Certificate	✓	
National Police Clearance Certificate	✓	
Qualification in administration, medical reception or similar		✓
Current defibrillator training certificate		✓

Key Skills, Knowledge & Experience	Essential	Desirable
Customer service skills and experience	✓	
Administrative and time management skills.	✓	
Developed computer skills with a focus on the Microsoft suite and data entry	✓	
Demonstrated experience working as part of a team and independently	✓	
Prior experience in a medical service or nursing environment		✓
Knowledge of Occupational Health and Safety principles		✓
Prior experience in cash handling and office record keeping procedures		✓
An understanding of the functions of Local Government and its relationship with its community as well as its relationship to Federal and State Governments		✓

Personal and Communication Skills	Essential	Desirable
Developed written and verbal communication skills with ability to exercise discretion and maintain confidentiality	✓	
Proven interpersonal and customer service skills	✓	
Proficient time management, attention to detail and prioritisation skills	✓	
Ability to work efficiently with minimal supervision	✓	
Ability to manage and resolve patient complaints and concerns	✓	

6. Compliance

6.1 This position will comply with all legal obligations, including by complying with:

- 6.1.1 *Workplace Health & Safety Act 2020;*
- 6.1.2 *Organisational workplace health and safety policies and procedures;*
- 6.1.3 *Local Government Industry Award 2020;*
- 6.1.4 *Local Government Act 1995;*
- 6.1.5 *Minimum Conditions of Employment Act 1993;*
- 6.1.6 *Industrial Relations Act 1979;*
- 6.1.7 *Equal Opportunity Act 1984;*
- 6.1.8 Code of Conduct;
- 6.1.9 Customer Charter; and
- 6.1.10 All other applicable workplace policy and legislation

6.2 Work Health & Safety – comply with the Shire’s WHS Policy and other Shire WHS policies and procedures and legislation relevant to the role and responsibilities, including assuming responsibility for the proper use of all shire equipment under direct control of the incumbent. In accordance with organisational policy and procedures, the person in this position will report all hazards, incidents and near misses in the prescribed timeframe. Assist in the management and drive of the Shire’s WHS Management Systems adopting a proactive approach to all shire activities that the incumbent is responsible for and ensure that all risks are identified, quantified and controlled ensuring Shire employee’s, contractors and the community are protected against preventable injuries and damage to property.

Position Prerequisites

1.1 No formal offer of employment will be made until the following employment prerequisites are met:

- 1.1.1 Pre-employment examination;
- 1.1.2 Current National Police clearance.

7. Terms of Employment

Award	<i>Local Government Industry Award 2020</i>
Position Status	Casual
Hours of Work	Officer must have flexible availability to undertake relief work at short notice. Surgery hours Monday – Thursday 08:00am – 12:30pm, 1:30pm - 17:00pm. Friday 08:00am – 12:00pm. N.B. These times are opening hours of the Practice and do not reflect the Officer’s actual hours of employment.
Overtime	Requires prior authorisation (in writing). Overtime rates applicable for hours worked over 76 hours per fortnight.
Award Level	Level 3
Gross Wage per Hour	\$27.77 per hour + 25%
Superannuation	11.0% Employer Superannuation Guarantee Contribution paid fortnightly to nominated bank account
Probation	3 months from commencement date. The CEO reserves the right to extend the probation period by a further 3 months
Performance Review	Annually – To be undertaken by the Medical Practice Manager
Annual Leave	N/A
Motor Vehicle	Officers may be required to utilise their own motor vehicle for daily tasks within the townsite, which will be compensated by the Shire. Any travel outside the townsite for work purposes will require a Council pool vehicle to be used.
Job Location	Quairading, Western Australia, 6383.

Name of Employee	Signature	Date
Chief Executive Officer	Signature	Date