

Position Description

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|---------------------------|--------------------------------|-------------------------------|----|
| POSITION TITLE | Receptionist - Tamworth | | |
| REPORTS TO (TITLE) | Corporate Services Manager | DIRECT REPORTS (TITLE) | NA |
| LOCATION | Tamworth | | |
| CLASSIFICATION | Administration Stream Level II | | |

COMPANY DESCRIPTION

Vision – Healthy Communities

Purpose – Creating better health for our communities

HealthWISE provides primary health care programs and clinical services across the New England North West area of NSW and an increasing range of services and programs in the Darling Downs West Moreton and Goondiwindi regions. HealthWISE has been delivering federally funded primary health and social services for over 13 years. We are a not-for-profit organisation dedicated to creating healthy communities.

By employing skilled and experienced local healthcare providers and a dedicated support team, we provide efficient and effective programs that improve access, increase awareness, decrease cost, empower communities and foster long term health.

HealthWISE is a flexible and inclusive organisation and is dedicated to providing a welcoming and culturally appropriate environment for everyone and promotes the safety, wellbeing and inclusion of all children.

POSITION DESCRIPTION

This position reports to the Corporate Services Manager. The purpose of this role is to provide administrative support to the Tamworth office as required and to act as the first point of contact for clients and stakeholders, ensuring their initial impression of HealthWISE is a positive one. The Receptionist will manage operational functions for the office in which they are located and other HealthWISE offices as directed by the Corporate Services Manager. Working as part of the Admin Team is an integral aspect of this role along with the ability to anticipate, organise and prioritise the workload as well as the ability to work proactively.

Position Description

The Receptionist is required to demonstrate an understanding and knowledge of /or experience in delivering services via Telehealth as related to this role

KEY RESPONSIBILITIES

- Promote cultural awareness and competence within the HealthWISE team and in interactions with consumers, stakeholders and communities.
 - Provide front desk coverage, greet clients and stakeholders attending in person, answer all phone calls and adhere to a “no wrong door” approach.
 - Maintain confidentiality at all times
 - Ensuring all outgoing mail is posted and collecting and distributing all incoming mail
 - Ensuring basic supplies such as water, tea, coffee, milk, toilet paper etc are kept stocked as per company approved items
 - The ordering of office supplies eg. Stationary as per company approved items
 - Maintaining the fleet vehicles for the TMW office, keeping the servicing and cleaning up to date, arranging inspections, and ensuring all details including end of month km readings are recorded in the Fleet Management System. Processing CTP Green slips and Registrations for the entire HW Fleet
 - WH&S quarterly and annual checks for the Tamworth office and ongoing monitoring of WH&S issues for the Tamworth office
 - Obtaining quotes for any required works for the relevant office and the subsequent scheduling of trades people to complete these works
 - Processing all invoices received and submitting to Corporate Services Manager or Operations Officer for approval
 - Assist in collating and maintaining the Asset Register for the relevant office
 - Keep internal contact lists for staff phone extensions and mobiles up to date in conjunction with the IT Manager
 - Coordinate bi-monthly staff meetings for the relevant office, scheduling, inviting and minute taking. Preparing the Agenda in conjunction with the CSM and Ops Officer
 - Ensure expenditure for general supplies and stationary are monitored closely and kept to a minimum
 - Assist other staff within the office as required
 - Attend clients in the clinical software system and provide Admin support for RDN visiting specialists
 - Collate and prepare CSMs credit card for reconciliation each month in a timely manner
- Other duties where directed within the employees’ skill competence and training

Position Description

WORK HEALTH AND SAFETY

While at work, a worker must:

- a) take reasonable care for his or her own health and safety, and
- b) take reasonable care that his or her acts or omissions do not adversely affect the health and
- c) safety of other persons, and
- d) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the WH&S Act 2011, and
- e) co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers

Position Description

| ROLE CRITERIA | |
|--|---|
| ESSENTIAL | DESIRABLE |
| <ul style="list-style-type: none"> • Demonstrated attitude and behaviours that are in keeping with the company's values (empowerment, equality, client focus, community, passion for excellence, visionary) • Demonstrated commitment to the delivery of quality, consistent and continuous health services to local communities • Demonstrated understanding of issues affecting Aboriginal and Torres Strait Islander people and their health • Current unrestricted and unencumbered NSW Driver's Licence • Willingness to travel and work after hours if required • Willingness to consent to a National Police Check • Current Working With Children Check held or willingness to obtain • Excellent phone manner and the ability to talk to clients from varied backgrounds and cultures • Demonstrated ability to work as part of a team whilst also being able to work independently • Sound knowledge of, and experience with the Microsoft Office Suite including Word, Outlook and Excel • Demonstrated sound written and oral communication skills • Experience with general reception duties • Demonstrated commitment to the delivery of quality, consistent and continuous health services to local communities • Experience with clinical software including billing ie. Best Practice | <ul style="list-style-type: none"> • Experience working with and engaging with regional Aboriginal and Torres Strait Islander communities in primary health care setting as relevant to this role • Understanding of the primary health care sector |

Key Performance Indicators

Position Description

| No. | Key Performance Indicators – KPIs (refer to Position Description) | Measure |
|-----|--|---|
| 1. | Process CSM's credit card accurately and in a timely manner | Minimal errors and no follow up requests from Finance for action |
| 2. | Provide efficient Admin for visiting specialist monthly | No issues raised by specialist or Program Officer |
| 3. | Ensure company vehicles are serviced on time, safety audits completed as per the schedule, cleaned regularly and all data entered into the Fleet Management system promptly including end of month kms | FMS up to date, reminders in place to ensure all required actions are carried out within timeframes |
| 4. | Effective management of general supplies and stationary, achieve balance between ensuring sufficient supplies on hand and costs | Costs within budget, any requested additional items are charged to relevant program not Ops |
| 5. | Actively contribute to the HealthWISE sustainability ethos | In all areas consider reduction of carbon footprint |
| 6. | | |
| 7. | | |