

POSITION DESCRIPTION



POSITION TITLE:	Practice Administrator (Reception)
REPORTING TO:	Team Leader – Reception
CLASSIFICATION:	Level 1
EMPLOYMENT TYPE:	Part-time or full-time, fixed-term
NUMBER OF REPORTS:	0
LOCATION:	Shepparton Medical Centre

The Organisation

The Melbourne Teaching Health Clinics (MTHC) was established by the University of Melbourne to operate and manage teaching health clinics that provide students at the University with world class clinical training as a core component of their studies. The organisation also provides continuing professional development training to persons working in the area of health care provision, facilitates research into health outcomes and provides patients with health services at affordable rates.

The Shepparton Medical Centre (SMC) and the Melbourne Dental Clinic (MDC) are two of the five teaching health clinics within the MTHC. The SMC is a general practice-centered, multidisciplinary teaching clinic, the mission of which is to improve the health of patients, enabling teaching, learning and research for our clinicians and advancing sustainable growth. The MDC was established by the University of Melbourne in 2013 to provide excellence in clinical education for the next generation of dental professionals and increase access to comprehensive dental care for members of the public.

Position Summary

The Practice Administrator is part of a dynamic and patient-focused team operating in the Shepparton Medical Centre. Reporting to the Team Leader – Reception, the position is a vital role within the clinic as it will be responsible for the initial contact and customer support for all patients attending the practice. The position is expected to deliver high-quality customer service and care to patients, visitors and practitioners by creating a welcoming environment, ensuring patients are greeted upon arrival, phone enquiries are effectively managed, and appointments are created and communicated in a timely manner.

Essential Selection Criteria

- Relevant qualification and/or work experience in front desk customer service and healthcare administration environment
- The ability to work in a highly productive and dynamic environment, whilst managing multiple priorities to best meet the needs of patients, key stakeholders and the business
- A demonstrated track record of internal and external customer service provision (experience within a medical environment will be highly regarded)
- Excellent verbal and interpersonal communication skills with the capacity and confidence to deal with a diverse range of people
- Demonstrated organisational and time management skills

- Strong computer skills and ability to use software such as the MS Office Suite, internet and email
- The ability to work autonomously but also work collaboratively and effectively within a team environment

Desireable Criteria

- Ability to operate EFTPOS machines and capacity to deal with banks and Medicare
- Ability to use Best Practice software

Key Relationships (Internal and External)

- Patients
- General Practitioners, Specialists and Allied Health Practitioners
- Shepparton Medical Centre Management Team
- Melbourne Teaching Health Clinic Executive Management Team
- Clinicians
- Department of Rural Health, Melbourne Medical School
- Tenants and contractors engaged with MTHC
- Medical and Nursing Students

Key Accountabilities

Key Responsibilities	Measure/KPIs to be achieved
<p>Reception duties</p> <ul style="list-style-type: none"> • Assisting patients, visitors and practitioners by responding to their enquiries • Greeting of patients on arrival at the Clinic and recording all required information prior to the patient being examined • Making appointments for consultations and providing advice, information, service and/or referral • Being the first point of contact for handling initial patient queries or complaints, referring complex issues to the Team Leader – Reception • Ensuring the maintenance of confidentiality and respecting sensitive information. • Ensuring the reception, kitchenette and waiting areas are kept to a high standard of presentation • Proactively monitoring the waiting room 	<ul style="list-style-type: none"> • Answering enquiries from patients, practitioners and prospective patients efficiently, courteously and within a timely manner • Smooth operation of the reception and the patient waiting area • Retrieving and updating patient information in the Clinical Practice System accurately and in a timely manner, ensuring system data integrity that reflects the patient health record • Attending to patients and ensuring that the waiting time is limited and enjoyable
<p>Financial transactions</p> <ul style="list-style-type: none"> • Process financial transactions relating to patient consultations through collection of payments including arrangements for payment plans and issuing of receipts • Undertake the daily reconciling and balancing of the Clinic till, which includes regular banking as well as Medicare and other patient payments • Assisting with processing of patient claims when required • Assisting with reports, financial processes and other tasks, as requested 	<ul style="list-style-type: none"> • Provision of accurate information to patients, visitors and practitioners in relation to clinic charges, payment plans and general information • Attending to account enquiries, resolving matters as far as possible

<p>Customer Service</p> <ul style="list-style-type: none"> • Providing excellent and helpful service to patients, visitors and practitioners, handling initial queries or complaints • Communicating with clear and unambiguous language in all interactions, tailored to the audience • Building customer relationships and greet customers and patients promptly and courteously • Actively seeking to understand the patients' and practitioners' expectations and issues 	<ul style="list-style-type: none"> • Patient and customer service satisfaction feedback responses are within agreed targets • Issues are escalated to the Team Leader – Reception as appropriate and resolved in a timely manner
<p>Other</p> <ul style="list-style-type: none"> • Preparing examination rooms, attend to routine cleaning and stock requirements • Ordering stationery, catering and surgical supplies, as requested • Participation in projects such as practice audits and preparing publications such as newsletters • Participating in ongoing education in relveant areas to ensure compliance with accreditation processes (such education may require attendance outside of normal working hours) • Carrying out other responsibilities as directed by the Team Leader – Reception to support the efficient operation of the Clinic • Actively contributing to continuous improvement of work, standards and methodologies 	<ul style="list-style-type: none"> • All furniture and equipment (including the reception area) is clean and tidy • Stationery and surgical supplies are readily available to the practice team • Participaion in performance development framework

Special Requirements

The Melbourne Teaching Health Clinics are separate but affiliated companies of the University of Melbourne. The role may be required to provide additional on-site support to these clinics.

MTHC Values

We foster a values-based culture of innovation and creativity to enhance the teaching performance of the Melbourne Teaching Health Clinics and to achieve excellence in patient and student outcomes.

We invest in developing the careers and wellbeing of our students and staff and expect all our leaders to live our values of:

- Collaboration and teamwork
- Compassion
- Respect
- Integrity
- Accountability

Occupational Health and Safety (OHS) Responsibilities

The Melbourne Teaching Health Clinics has policies and procedures which comply with the *Occupational Health and Safety Act 2004*, which require all staff to contribute to the maintaining of a safe and healthy workplace.

All staff members are required to exercise their duty of care and:

- Take reasonable care for their own safety, as well as for others in the workplace who can be affected by their actions;
- Refrain from misusing or damaging any equipment which is provided to protect or enhance the health and safety of staff;
- Comply with legitimate requests from MDC which are in accordance with published policies and/or OHS legislation;
- Ensure they do not knowingly place other staff at risk through their actions;
- Report incidents and potential health and safety risks to their OHS Representative in a timely and appropriate manner;
- Host visitors and/or contractors at the campus in a manner consistent with the requirements of the OHS policy.

Diversity and Inclusivity Statement

Melbourne Teaching Health Clinics are committed to a diverse and inclusive workforce free from all forms of discrimination. We actively work to remove barriers to ensure all employees enjoy full participation in the workplace and encourage applications from diverse backgrounds. We adopt our diversity and inclusivity policies from the University of Melbourne and can be viewed at

<https://staff.unimelb.edu.au/diversity-inclusion>

Document Control

Date Reviewed:	Reviewed By
May 2020	Human Resources, Melbourne Teaching Health Clinics