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**Position Description**

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| POSITION INFORMATION | |
| **Position Title:** | Reception/Administration Officer |
| **Position Term:** | Permanent |
| **Hours:** | 3 days per week, Wed, Thurs Fri  Tuesday evenings & Saturday mornings on a rostered basis |
| **Award:** | Health & Allied Services, Managers & Admin Officers |
| **Location:** | Predominantly working at Belgrave but will be required to operate at Lilydale & Healesville if required |
| **Team:** | Receptionist |
| **Reports To:** | Primary Care Manager |
| **Date:** | July 2018 |

**About Inspiro**

Inspiro is a local, not-for-profit health service providing allied health, counselling, dental and health promotion services to the Yarra Ranges community. Inspiro is committed to providing an equitable, inclusive and respectful service and workplace for all. We embrace differences in health needs, and work to provide individuals and communities the care necessary to lead healthier lives.

**Our Vision:**

Inspiring healthier lives. Our vision is to inspire as many people as we can to identify and achieve their own health goals.

**Our Values:**

*Friendly:*we offer a welcoming and accessible place where people are treated with respect and dignity.

*Client centred:*We support the right of each individual to set their own health goals and actively work alongside and empower people to reach them.

*Local:*we provide a strong community membership, board and workforce which keeps us grounded on what is important for clients.

Our work environment is based around the workplace values of respect, recognition, collaboration, openness, integrity and empowerment.

**Position Summary**

The position of receptionist is part of the entire administration team providing support to ensure effective running of all services, programs and organisational systems of Inspiro.

**Position responsiblities**

Inspiro has as a principle part of its philosophy an emphasis on illness prevention, early intervention and health promotion. This role will work co-operatively within a team of dedicated professionals, to ensure high quality services are provided.

**Direct Service Provision**

**Reception/Administration:**

* Carry out reception duties predominantly at Belgrave but will be required to work at Lilydale and Healesville if required.
* Priority is providing good Customer Service; answering the phone promptly, attending to clients in a timely manner and ensuring information provided where required.
* Reception duties include answering the telephone, booking new appointments, confirming appointments by phone, processing cancellations, recording messages, and providing information, referrals and resources.
* Assisting presenting clients and community members. Assistance includes the provision of service within the Needle and Syringe exchange as required,
* Record client’s arrival and notify staff, make appointments for clients and collect fees for groups, individual services and equipment. Consider service staff efficiency, OH&S and variety of tasks when booking appointments.
* Work closely with the intake staff to support timely and efficient flow of clients entering the service.
* Open, record and distribute incoming and outgoing mail ensuring that the CEO or Service Manager/s are advised of any urgent correspondence.
* Provide general administrative duties including filing, faxing, retrieval of information, health records, photocopying and ensuring cash register balances each night.
* Ensure appropriate levels of stationery supplies and staff amenities and order as necessary
* Ensure office equipment is in working order and report the need for maintenance and repair.
* Attend meetings relative to responsibilities as required and as directed
* Provide administrative support to staff as required
* Manage client appointments and maintaining accurate client information using the client data systems including TrakCare, Titanium, Pracsoft/medical director.
* Produce waiting list and appointment letters
* Any other duties as required or directed

**Teamwork, Quality Improvement and Professional Development**

* Participate in team and service planning, health promotion activities, policy development and other project activities as required.
* Participate in Inspiro’s continual quality improvement program including the development of new practice models and community development approaches.
* Be committed to ongoing professional development and undertake annual mandatory training. Keep up to date with developments and trends within Community Health.
* Participate in the creation of a culturally safe environment for staff, clients and the community in line with Inspiro’s commitment to cultural diversity and inclusiveness
* Ensure Inspiro’s services are accessible, client focused; developed, delivered and evaluated in partnership with our diverse communities.

**Occupational Health and Safety**

* Comply with best practice infection control guidelines.
* Comply with all OHS guidelines and contribute expertise when required, to maximizing the safety of staff and clients of the organisation.

**Performance objectives and indicators**

The performance objectives and indicators will be discussed with your Manager.

**Key selection criteria**

**Qualifications, knowledge and experience**

**Essential criteria**

* Proven ability to work and participate in a busy team environment which operates within a framework of established procedures, workplace routines, deadlines and expectations
* Excellent communication and interpersonal skills including strong Customer Service skills
* Ability to provide reception services in a friendly, efficient and professional manner
* Sound experience in working well as part of a team or autonomously
* Strong work ethics and mature attitude
* Demonstrated proficiency in Microsoft software, the internet and the use of electronic data bases
* Ability to complete routine tasks within specified time frames
* Current Victorian Driver’s License.

**Desirable criteria**

* Experience in working in the Community Health/Dental industry or similar e.g. GP Practice
* Flexibility to adapt to changing work priorities
* Current First Aid certificate (or willing to obtain one)
* Knowledge of a second language and culture would be an advantage.
* Knowledge of Titanium/Trakcare/PracSoft or other similar clinical software program, an advantage

Employment is subject to a police check. Persons who have worked overseas may be required to obtain an international police check.

**AcknowledGEment**

I acknowledge and agree with the above position description.

**Signed:**

**Employee Name:**