

POSITION DESCRIPTION

POSITION DETAILS			
Position Title:	Receptionist		
Agreement:	The District Nursing Service Non-Nursing Agreement 2020		
Approved By:	Chief Executive Officer	Approved Date:	7 th January 2022

POSITION OBJECTIVE
Provide high quality consumer centered care through respectful and professional running of The District Nurses (TDN) reception. To welcome and greet consumers and visitors to TDN with courtesy and respect, both in person and over the phone.

POSITION RESPONSIBILITIES	
Key Work Activities	Work Performance Requirements
Customer Service	<ul style="list-style-type: none"> • Provide frontline reception service ensuring prompt, sensitive and confidential handling of enquiries • Answer telephone calls in a courteous and professional manner • Receive and convey messages in writing, verbally and electronically • Liaise with consumers and their families in a compassionate manner • Liaise with GP's and other health professionals • Handle cash, EFTPOS, and other payments and adhere to TDN's billing policy • Assist the scheduling team in advising consumers of changes to schedules • Be mindful of the surroundings during conversations to maintain the confidentiality of consumer information
Documentation	<ul style="list-style-type: none"> • Scan and file documents • Prepare documents for mail out • Receipt and distribute incoming/outgoing mail and freight items
Continuous Quality Improvement	<ul style="list-style-type: none"> • Maintain consumer and staff confidentiality • Report any incidents/hazards and near misses identified and correct any minor hazards • Actively contribute to the development of a culture consistent with the values of TDN
Other Duties	<ul style="list-style-type: none"> • Attend and participate in organisational training as required • Any other duties as directed by Management

ORGANISATIONAL RELATIONSHIPS	
Reports To:	Administration Team Leader
Supervises:	Nil reports
Key Working Relationships with:	Staff, Consumers and their carers/families

QUALIFICATIONS AND COMPETENCIES

ESSENTIAL REQUIREMENTS:

- National Police Check
- Working with Vulnerable People/Children Check (Employment registration)
- Evidence of vaccination against Flu and Covid

DESIRABLE REQUIREMENTS:

- Previous experience in a medical reception or similar administration role

SELECTION CRITERIA

1. Maintain a high level of professionalism and confidentiality
2. Excellent verbal and written communication skills
3. Strong computer literacy, specifically in client management systems and word-based software (eg. Word, outlook).
4. Ability to work independently in a fast-paced environment
5. Ability to communicate with a range of people

PHYSICAL REQUIREMENTS

Applicants must successfully complete an Occupational Health Assessment prior to commencing employment at The District Nurses. Employees have an obligation to report any deviation from the assessed results during the course of their employment. Inability to functionally perform the duties as stated in this position description may result in termination of employment as you may be deemed unfit for duty.

The Functional requirements of this position include:

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual Handling – Weights above 10kg			X	
Manual Handling – Weights below 10kg			X	
Manual Handling frequency			X	
Repetitive manual work			X	
Working with arms above head				X
Lifting above shoulder height				X
Using hand tools – (powered)				X
Wearing hearing protection				X
Wearing eye protection				X
Wearing gloves (personal protective)				X
Working in wet/slippery conditions				X
Working with chemicals/solvent/detergents				X
Washing hands with soap			X	
Working in confined places				X
Performing clerical/administrative duties		X		
Working on a keyboard		X		
Driving fleet vehicles (manual and automatic)			X	
Driving on suburban and rural roads, highways (sealed and unsealed roads)				X
Driving at night				X
Wearing polyester clothing				X

Exposure to animals				X
Exposure to environments whereby people have been smoking				X

EMPLOYEE DECLARATION

In signing this declaration I acknowledge that I, _____ have been advised of the requirements and conditions of this appointment based on this Position Description.

Signature		Date	
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MANAGER COMPLETION

Signature		Date	
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Name		Position	
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