



## Position Description Medical Receptionist

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Title:	Medical receptionist
Hours:	Full time
Reports to:	Administration manager
Award:	Health Professionals & Support Services Award
	Support services level 6/7 dependent on experience
	\$26.98 - \$27.46 per hour

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### Organisational Background

With a vision to build health equity and a mission to deliver, model and influence health and wellness services to create an inclusive and just health system, World Wellness Group (WWG) is a leading health social enterprise based in Stones Corner, Brisbane. WWG operates the World Wellness Clinic which specialises in equitable healthcare for clients from culturally and linguistically diverse backgrounds, including vulnerable and disadvantaged migrants, refugees and people seeking asylum.

As a social enterprise, or a business with a social mission, World Wellness Group Ltd works to improve health equity for all clients, regardless of culture, language or financial capacity, and to assist the most vulnerable members in our community. World Wellness Group is a registered health promotion charity and all profits are used to fund health services for clients or innovative health programs that are not available elsewhere.

### The Position

#### Purpose

To work in accordance with the WWG policies and procedures to deliver front line reception duties during medical clinics including answering the phones, booking appointments, liaison with patients and health professionals, and any other administrative duties as directed by the clinic coordinator.



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## Key responsibilities

- Answer incoming telephone calls in a courteous and professional manner
- Book patient appointments
- Liaise with patients, their families and relevant service providers in a professional manner
- Complete relevant administrative tasks associated with running efficient and effective clinics including emailing, scanning, faxing and filing documents
- Liaise with GPs and other health professionals in a collaborative manner
- Organise interpreters for patients when required
- Distribute incoming documents to relevant health professionals
- Complete any administrative tasks requested by the office manager
- Contribute to maintaining the cleanliness of the clinic

## Safety and Quality

- Practice duty of care including meeting clinic standards and accountability
- Report incidents in line with clinic policy
- Maintain patient and clinic confidentiality at all times
- Participate in quality improvement processes when necessary

## General Responsibilities of All Staff

- Comply with the World Wellness Group's Code of Conduct, as well as any Code of Conduct of your professional association
- Comply with confidentiality requirements of World Wellness Group, as well as the Privacy Act 1988 (Cth) regarding client information, taking particular care that the information of clients may be highly sensitive in nature
- Comply with ethical and legal requirements of both the Commonwealth and Queensland equal opportunity and anti-discrimination laws (including the Anti-Discrimination Act 1991 (QLD), Sex Discrimination Act 1984 (Cth), Racial Discrimination Act 1975 (Cth), Disability Discrimination Act 1992 (Cth) and Age Discrimination Act 2004 (Cth)) by treating staff and clients with respect and without bullying and/or harassment
- Deliver effective use of World Wellness Group's resources within level of responsibility of your position

## Occupational Health and Safety

- Comply with Work Health and Safety Act 2011 (QLD) duties by maintaining a safe working environment for yourself, ensuring you do not put yourself at risk of harm or injury
- Maintaining a safe and supportive working environment to protect others (staff, volunteers or clients) at risk of harm or injury



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- Exercise judgement about the behaviour of clients to ensure they do not put themselves or others (staff, volunteers or clients) at risk of harm or injury

## KNOWLEDGE, SKILLS, AND ABILITIES

### Applicant requirements

We are looking for a friendly and reliable individual who:

1. Has previous experience in medical reception or similar administrative positions. Experience with medical software essential, experience with Best Practice will be highly regarded.
2. Has excellent communication skills, written and verbal, including cross cultural communication.
3. Is able to work flexible hours independently, show initiative and work in a team environment
4. Has an understanding of medical terminology and key medical and allied health organisations and relevant stakeholders

Shares our values and passion for social justice and health equity

### Desirable

- Previous experience in medical reception/customer service position with diverse clientele
- Previous experience in a cross cultural setting
- Language(s) other than English

### Hours of work

This position is full time, 76 hours per fortnight. From time to time the medical receptionist may be required to work flexible hours to cover sick or annual leave or additional clinic hours outside of standard business hours.



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Applicant acknowledgement:

I have read and understood the position description and personal requirements/capabilities that are attached to this position. I declare that I am capable and willing to meet the requirements as indicated and acknowledge the requirements to maintain such capabilities whilst performing this position.

Name: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ /  
20\_\_