



Position Description Medical Receptionist

Title:	Medical receptionist
Hours:	Full time preferable, part time applications may be considered
Reports to:	Practice Manager
Award:	Health Professionals & Support Services Award
	Support services level 7 or 8 dependent on experience
	\$31.19 - \$35.42 per hour plus superannuation
	Generous salary sacrifice packaging available

World Wellness Group is a proud multicultural organisation with a strong focus on equity, diversity and inclusion.

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 Woolloongabba, Brisbane. WWG operates the World Wellness Health & Medical Clinic focused on equitable healthcare for people from multicultural backgrounds. The service specialises in supporting those made vulnerable and marginalised by the health system including migrants, refugees and people seeking asylum.

As a social enterprise, or a business with a social mission, WWG works to improve health equity for all clients, regardless of culture, language or financial capacity, and to assist the most disadvantaged members in our community. WWG 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.

WWG Values and Principles

All WWG staff work within the WWG code of conduct and ensure all clients and colleagues are treated with dignity and respect, cultural safety and human rights principles and standards. WWG has developed a multicultural lived experience framework and encourages staff to keep lived experience at the forefront of their practice.



The Clinic

The World Wellness Health & Medical Clinic which sits at the centre of the WWG operations. As a bulk billing clinic, the clinic offers vital primary health care services to people from diverse multicultural backgrounds including migrants, refugees and people seeking asylum. The clinic provides a range of medical, nursing and allied health services and interfaces with a wide range of wraparound support services offered by WW with a strong focus on mental health wellbeing.

The Position

Purpose

Our dynamic multicultural GP clinic offers an experienced medical receptionist the opportunity to work at the forefront of making a difference to the lives of people from multicultural backgrounds. We value professional, friendly and empathetic staff as patient interaction is at the heart of the role. We are seeking someone with excellent interpersonal and cross-cultural communication skills both via the phone and in person. The role includes administrative tasks, patient interaction and operational support in a team environment

Key responsibilities

Patient interaction

- Answer incoming telephone calls in a courteous and professional manner
- Book patient appointments
- Welcome and greet patients, verify personal information and ensure accurate paperwork
- Liaise with patients, their families and relevant service providers in a professional manner

Medical administration

- Maintain up to date patient files in BP (best practice)
- Complete relevant administrative tasks associated with running an efficient and effective clinic including emailing, scanning, faxing and filing documents
- Liaise with GPs and other health professionals in a collaborative manner
- Organise interpreters for patients when required
- Process confidential patient correspondence and email management
- Coordinate with medical and nursing staff to ensure patient flow on the day.
- Ensure clinic open and lock up procedures are completed ensuring all areas of the clinic are clean, tidy and ready for the start of each clinic.

Financial and administrative

- Conduct Medicare and insurance verifications prior to appointments.
- Process Medicare and health insurance payments and online claims accurately



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- Complete any administrative tasks requested by the practice manager
- Contribute to a welcoming environment and smooth operation of the clinic.

Safety and Quality

- Protect patient privacy in accordance with privacy standards and legislation
- 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
- 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 an experienced medical receptionist who:

1. Has previous experience in medical reception and experience with medical software. Experience with Best Practice will be highly regarded.
2. Has a sound knowledge of Medicare, Private Health Insurance and WorkCover billing processes.
3. Is highly proficient in Microsoft 365, including Microsoft outlook and TEAMS.
4. Has strong customer orientation, excellent communication skills, written and verbal, including cross cultural communication.
5. Can work independently and as part of a team, shows initiative and is able to balance competing priorities with attention to detail.



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6. Has an understanding of medical terminology and key medical and allied health organisations and relevant stakeholders in the primary health care sector.

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.

Applications for part time and casual positions will also be considered as we are building a team in growing and dynamic environment.



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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: ____ / ____ /
2026