

Position Description

Medical Receptionist

This template outlines a range of information that your practice may wish to include in a position description for a Medical Receptionist.

Simply amend the following sections to suit the individual needs of your practice and the specific requirements of the position.

Position title and relationships

- Position title: Medical Receptionist
- Position responsible to: <Insert manager>
- Positions with direct responsibility to this position: <Insert positions>

Key responsibilities

Duties

In accordance with the practice policies and procedures, the Medical Receptionist will:

- answer the telephone in a courteous and professional manner
- receive and convey messages in writing, verbally and electronically
- liaise with patients and their families in a compassionate manner
- liaise with GPs, other health professionals and their staff
- make appointments
- scan and file documents
- prepare documents for mail out
- open, stamp and distribute incoming mail
- type documents as required, with a high level of accuracy
- monitor stationery and/or clinical supplies and place orders as required or directed, maintaining a working supply at all times
- book and organise staff and/or doctors' meetings as directed
- participate in ongoing professional development
- contribute equitably to maintaining the cleanliness of the practice
- maintain practice dress standards
- handle cash, EFTPOS and other payments and adhere to practice billing policy
- ensure the practice building and rooms are clean, tidy and accessible
- perform other administrative duties as directed by the Practice Manager or Principal Doctor/s.

Safety, quality and culture

The Medical Receptionist will:

- participate in the practice risk management and quality improvement processes
- record incidents and near misses in line with practice policy
- exercise duty of care including meeting practice standards and accountability
- maintain patient and practice confidentiality at all times
- ensure the practice building and work spaces are conducive to a safe and practical work environment
- work to clinical governance processes and standards
- actively contribute to the development of a culture consistent with the values of the practice.

Appointment requirements

The Medical Receptionist will be required to:

- undertake a pre-employment interview
- provide appropriate references for contact as requested by the practice
- participate in an orientation or induction program
- participate in a performance review process.

Selection criteria

Essential

The Medical Receptionist will have:

- the ability to maintain a high level of professionalism and confidentiality
- strong computer literacy
- excellent communication skills, written and verbal
- the ability to work independently, show initiative and work productively within a team environment
- the ability to communicate with a range of people
- CPR training undertaken within the past three years or willingness to participate in training
- a current criminal record screening
- a current Working with Children Check
- work rights in Australia or be eligible for such.

Desirable

The Medical Receptionist will have:

- previous experience in a medical reception or similar administrative position

- previous experience in the use of <insert your practice software>
- working knowledge of Windows-based software systems (e.g. Word and Excel)
- an understanding of the Medicare Benefits Schedule
- an understanding of medical terminology, medical and allied health professional organisations and relevant stakeholders
- an understanding or experience in general practice accreditation and standards.

Hours of work

This position requires an average of <insert hours> hours per week. However, from time to time the Medical Receptionist may be required to work reasonable additional hours, as necessary to fulfil the requirements of the position or as requested by the Practice Manager or Principal Doctor/s. This may include working outside of business hours, during weekends and/or on public holidays.

Performance review

The Medical Receptionist will participate in a performance review process after the first three months and then on an annual basis.