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| POSITION TITLE: | Medical Receptionist |
| Department/location: | Clinic / Launceston |
| Immediate Manager: | Practice Manager |
| Direct Reports: | None |
| Award and Level | Family Planning Tasmania Enterprise Agreement Administration Officer Level 1 |
| Employment status | Permanent Part Time or Casual |
| Probation period | 6 months |

About Us

Sexual health rights are at the core of everything we do at Family Planning Tasmania. We strongly believe that accessing quality sexual and reproductive healthcare and education is a fundamental human right. Family Planning Tasmania supports over 14,000 clients a year to improve their sexual and reproductive health through its state-wide clinics in Glenorchy, Launceston and Burnie. The staff and Board of Family Planning Tasmania are committed to providing services in a manner that recognises the rights of individuals to be consistently treated with a non-judgmental, non-discriminatory, considerate manner, respecting their right to privacy and confidentiality.

Why work at Family Planning Tasmania?

- Make a real difference in the lives of vulnerable Tasmanians: over 60% of our clients are either young, living with disability, Tasmanian Aboriginal, culturally and linguistically diverse or financially disadvantaged.
- Sociable hours, with limited out-of-hours.
- Work as part of a great team in a collegial and supportive environment.
- Not for profit salary packaging available.

Position Purpose

Family Planning Tasmania Medical Receptionists act as the first point of contact for patients and visitors. They provide high quality, non-judgmental and empathetic reception and administration services to clients, staff and members of the public.

Key Accountabilities

- Provide excellent customer service to patients and visitors, both in person and via phone and email.
- Book appointments, welcome patients, take and manage messages responsively and effectively.
- Bill patients accurately and manage Medicare submissions and payments.
- Manage patient records including scanning, faxing, verifying and updating patient details.
- Manage online booking administration.
- Follow all FPT policies and procedures.

- Perform all other duties for which you are reasonably trained and skilled to undertake to fulfil the responsibilities of the position.

Key Challenges

- Working in a busy environment and dealing with a range of pressures and demands on your time while maintaining excellent customer service and attention to detail.
- Working as part of a large team of part time receptionists.

Key Relationships

- Reports to the Practice Manager.
- Works alongside a state-wide team of receptionists.
- Engages with external stakeholders including clients and visitors.

Level of responsibility

- Works under the broad direction of the Practice Manager.
- Works under minimal supervision.

Essential requirements

- Police Check

Desirable requirements

- Experience in medical administration, reception or the medical/ sexual and reproductive health sector.
- Ability to work flexible hours on occasion i.e. to cover colleagues' leave.

| Selection Criteria | |
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| 1 | <p>Commits to customer service</p> <p>Demonstrates a friendly, courteous and efficient manner. Conveys a caring attitude, responds efficiently and effectively to customer service enquiries.</p> |
| 2 | <p>High level of interpersonal and communication skills</p> <p>Comfortable dealing with a diverse range of people and social backgrounds. Able to use language and written communication appropriate to client needs.</p> |
| 3 | <p>Work independently and part of a multi-disciplinary team</p> <p>Able to work autonomously and maintain a co-operative relationship with team members by exchanging and imparting information, especially at the beginning and end of each shift, to maintain work flow.</p> |
| 5 | <p>Excellent time management skills</p> <p>Able to juggle multiple demands on your time including including a demonstrated ability to plan and organise demanding workloads and priorities, and to meet agreed deadlines.</p> |
| 6 | <p>Demonstrates discretion and confidentiality</p> <p>Demonstrated skills in managing information in a discreet, professional and confidential manner.</p> |
| 7 | <p>Understands and Uses Available IT and Technologies</p> <p>Demonstrated computer and keyboard skills and other technology associated with position; E.g. Phone system, photocopier, TYRO, scanner, Best Practice software, Microsoft Word, Excel and Outlook</p> |

OUR VALUES

Excellence

Leadership

We continually strive to be the leaders in sexual and reproductive health in our profession
We role model our values and lead by example as we deliver on our vision and strategy

Research and Evidence

Our professional practices are grounded in research and evidence
We are active learners and will maintain and develop our specialist skills

Equity + Equality

Advocacy

We promote the rights of all people to live free from discrimination
We proactively support people to safely and respectfully express their sexuality

Accessibility

We promote equal access to our programs and services
We respect the right to self-determination

Social Justice

We adhere to the principles of social justice
We will actively work to ensure we provide equitable programs and services

Integrity

Honesty and Ethical Behaviour

We are authentic and honest in all our interactions
We are consistent and authentically care for our clients and each other

Drive and Accountability

We are accountable for our work and follow-through on our commitments
We have drive and commitment and are prepared to take calculated risks for organisational benefit

Collegiality

Openness and Respect

We engage openly, respectfully and constructively with each other
We actively listen and keep an open mind
We respect each other, and the different perspectives we bring
We treat each other and our clients as equals who we value

Collaboration and Trust

We work as a team and towards our shared goals
We trust each other to support and challenge us to be the best
We trust our colleagues and the expertise and experience they bring
The decisions we make are equitable and openly communicated