



# Position Description

Last updated: February 2023

<b>Position Title</b>	Medical Receptionist
<b>Business Unit/location</b>	Clinic / Burnie
<b>Immediate Manager</b>	Reception Manager
<b>Direct Reports</b>	None
<b>Award and Level</b>	Family Planning Tasmania Enterprise Agreement Administration Officer Level 1
<b>Employment status</b>	Permanent Part Time or Casual

## Why work at Family Planning Tasmania?

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 16,000 patients 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.

- 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, flexible hours, with limited out-of-hours.
- Work as part of a great team in a collegial, supportive and fun 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.

<b>Key Accountabilities</b>	
	<ul style="list-style-type: none"> <li>• Provide excellent customer service to patients and visitors, both in person and via phone and email.</li> <li>• Book appointments, welcome patients, take and manage messages responsively and effectively.</li> <li>• Bill patients accurately and manage Medicare submissions and payments.</li> <li>• Manage patient records including scanning, faxing, verifying and updating patient details.</li> <li>• Manage online booking administration.</li> <li>• Follow all FPT policies and procedures.</li> <li>• Perform all other duties for which you are reasonably trained and skilled to undertake to fulfil the responsibilities of the position.</li> </ul>

<b>Essential requirements</b>	
	<ul style="list-style-type: none"> <li>• Police Check</li> <li>• Working with Vulnerable People Check</li> </ul>

<b>Desirable requirements</b>	
	<ul style="list-style-type: none"> <li>• Experience in medical administration, reception or the medical/ sexual and reproductive health sector.</li> <li>• Ability to work flexible hours on occasion i.e. to cover colleagues' leave.</li> </ul>

<b>Selection Criteria</b>	
1	<p><b>Commits to customer service</b></p> <p>Demonstrates a friendly, courteous and efficient manner. Conveys a caring attitude, responds efficiently and effectively to customer service enquiries.</p>
2	<p><b>High level of interpersonal and communication skills</b></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><b>Work independently and part of a multi-disciplinary team</b></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 workflow.</p>
4	<p><b>Excellent time management skills</b></p> <p>Able to juggle multiple demands on your time including a demonstrated ability to plan and organise demanding workloads and priorities, and to meet agreed deadlines.</p>
5	<p><b>Demonstrates discretion and confidentiality</b></p> <p>Demonstrated skills in managing information in a discreet, professional and confidential manner.</p>
6	<p><b>Understands and Uses Available IT and Technologies</b></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