

Position Description

Position:	Community Health Centre Receptionist
Department:	Community Health Centre
Location:	12 Easton Street Omeo, Victoria
Reports to:	Community Health Centre Manager
Classification:	HS1
Enterprise Agreement:	ALLIED HEALTH PROFESSIONALS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021-2026
Employment Type:	Full-time ongoing

The Organisation

Omeo District Health (ODH) is a Small Rural Health Service that provides a broad range of health and support services to our local communities. These include urgent care, acute care, transition care, residential aged care, primary care, home-based care and community-based/district nursing.

Located in the East Gippsland High Country, ODH serves the Omeo and District region as the gateway to Victoria's spectacular Alpine region. The area is surrounded by national parks, mountains, rivers, and lakes, offering year-round outdoor recreation. Omeo is home to the newly opened Omeo Mountain Bike Park and is situated just 55 kilometres from Hotham Alpine Resort.

Consistent with our purpose, we aim to promote and enhance the health and wellbeing of the people of the East Gippsland High Country.

We do so by:

- Reaching out to our local rural community in the planning and delivering of our services.
- Building a highly engaged and skilled team of health care professionals and volunteers with a commitment to creating a culture of achievement and service excellence.
- Developing sustainable health care service models and ensuring that we comply with our legislative, ethical and statutory obligations.
- Investing in strategic partnerships and alliances that help achieve better service outcomes.

ODH is an equal opportunity employer and has adopted a common set of values and code of conduct that drive our everyday work:

- C** Compassion
- A** Accountability
- R** Respect
- E** Excellence

Our people are at the heart of our organisation regardless of role. Every day, they make a meaningful difference in the lives of our consumers and their families, reflecting our deep commitment to care and community.

Omeo District Health believes that diversity, equity, and inclusion (DEI) are essential to building a thriving workplace and a stronger, more connected community. We are committed to fostering a culture where everyone regardless of background, identity, or experience is valued, respected and empowered to contribute their best.

Position Summary

The Community Health Centre Receptionist provides professional front-line reception and administrative support to ensure the efficient operation of the Community Health Centre.

This role is responsible for patient reception, appointment scheduling, billing, records management, and supporting clinical staff, while delivering a high standard of customer service and maintaining patient confidentiality at all times.

Key Responsibilities

Patient Reception and Customer Service

- Provide professional, courteous and responsive front desk and telephone services
- Greet and assist patients and visitors in a friendly and respectful manner
- Schedule, confirm and manage patient appointments
- Provide non-clinical assistance to patients with mobility needs where appropriate and within training, competence and organisational procedures
- Respond to enquiries and direct patients to appropriate services

Administration and Records Management

- Maintain accurate and up-to-date patient records
- Process, scan and file clinical correspondence and results
- Manage incoming and outgoing mail
- Support recall and reminder systems for patient follow-up
- Ensure confidentiality, privacy and security of patient information in accordance with the Privacy Act 1988, Health Records Act 2001 (Vic), organisational policies and relevant legislation

Billing and Financial Administration

- Process Medicare bulk billing and private accounts
- Receipt and reconcile daily payments (EFTPOS, cash, etc.)
- Issue invoices, statements, and insurance/Workcover documentation
- Complete daily and monthly financial administrative tasks
- Ensure accuracy of billing records and end-of-day reconciliation

Practice Support

- Support clinicians and practice staff with administrative tasks
- Maintain a clean, organised and functional reception and waiting area
- Monitor and report equipment or facility issues
- Participate in team meetings and training activities
- Assist with coordination of patient referrals where required

Quality, Safety and Compliance

- Adhere to all ODH policies, procedures and relevant legislation
- Maintain strict confidentiality and privacy standards
- Follow infection prevention and control requirements
- Identify and report incidents, risks and hazards
- Participate in quality improvement and accreditation processes

- Complete mandatory training and professional development

Key Selection Criteria

Core Capabilities

- Customer Focus
- Communication
- Teamwork
- Adaptability
- Attention to Detail
- Time Management
- Accountability

Essential

- Demonstrated experience in reception or administrative roles
- Excellent customer service and interpersonal skills
- Strong written and verbal communication skills
- High level of accuracy and attention to detail
- Ability to manage competing priorities in a busy environment
- Proficient computer skills (e.g. Microsoft Office and administrative systems)
- Ability to work both independently and as part of a team
- Demonstrated commitment to confidentiality and privacy principles
- Understanding of workplace policies and procedures
- Current National Police Check
- Current Working with Children Check
- Valid Victorian Driver Licence

Desirable

- Knowledge of the Australian health care system, including Medicare
- Experience in a healthcare or medical practice setting
- Knowledge of Medicare billing processes
- Experience with medical software systems (e.g. Best Practice, Riskman, PROMPT)
- Certificate III in Medical Administration, Business Administration or similar

Employment Conditions and Compliance Requirements

This position is subject to:

- Valid Australian work rights
- Compliance with vaccination and immunisation requirements in accordance with Victorian Department of Health guidelines
- Completion of mandatory training
- Ongoing compliance with infection prevention and control policies
- Participation in performance review and development processes

The employee must:

- Adhere to relevant healthcare standards including:
 - National Safety and Quality Health Service (NSQHS) Standards
 - RACGP Standards (where applicable)

- Participate in risk management and quality improvement systems
- Use incident reporting systems (e.g. Riskman) as required

Workplace Culture and Professional Conduct

Employees are expected to:

- Promote a respectful, inclusive and positive workplace culture
- Uphold patient dignity, confidentiality and rights
- Work collaboratively within multidisciplinary teams
- Demonstrate professionalism, reliability and accountability
- Contribute to continuous improvement and service excellence

Job Analysis: Identification and Physical and Psychosocial Hazards

This role is primarily office-based, involving front desk reception, administrative duties, patient interaction and occasional light manual tasks.

Physical Hazards Analysis

Hazard Type	Examples in Role	Potential Risks	Control Measures
Prolonged Sitting	Reception desk work, computer use	Musculoskeletal discomfort, fatigue	Ergonomic workstation, adjustable seating, regular breaks
Repetitive Movements	Typing, phone use, scanning documents	Repetitive strain injury (RSI)	Task rotation, ergonomic equipment
Manual Handling (Light)	Deliveries, office supplies	Minor strains	Manual handling training, safe lifting practices
Slips, Trips & Falls	Busy reception area, cords, spills	Minor injury	Good housekeeping, hazard reporting, clear walkways
Infection Exposure	Contact with unwell patients	Illness transmission	Infection control procedures, PPE where required, hand hygiene

Psychosocial Hazards Analysis

Hazard Type	Examples in Role	Potential Risks	Control Measures
High Workload / Interruptions	Busy reception, competing demands	Stress, fatigue	Workflow prioritisation, team support
Difficult Interactions	Managing distressed or unwell patients	Emotional strain	Training in conflict resolution, escalation processes
Role Clarity	Multiple competing admin tasks	Frustration	Clear procedures, supervisor support
Customer Expectations	High service expectations	Pressure	Communication training, realistic workload planning

Performance Evaluation and Review

Performance will be reviewed following completion of the probationary period and thereafter through the annual performance development review process, with assessment against agreed key performance indicators and organisational values.

I,

Agree to undertake the duties as specified in the position description and accept the appointment in accordance with the responsibilities stated above. My signature acknowledges confirmation of the terms and conditions offered.

As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organisation's policies and procedures.

Signature: _____

Date:/...../.....