

Position Title: Receptionist

Campus: Horsham Campus

Directorate: Primary & Community Care

Department: Community Options

Reporting to: Community Options Manager

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Admin Grade 1A/1 (HS1A – HS17)

Enterprise Agreement: Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The primary purpose of this position is to provide reception / clerical duties for the Community Options team as well as administration support for the Administration / Accounts Assistant and the Manager Community Options. The position assists with the facilitation of efficient communication between clients, carers and also service providers with the Community Options team. As a frequent first point of contact for clients, carers and their families it is imperative to maintain a consistent welcoming and pleasant manner. This position is integral to the multidisciplinary team, committed to person -centred care and the delivery of high-quality customer service.

KEY ACCOUNTABILITIES

1. Provide high-quality customer service to both internal and external customers which meets or exceeds their needs and adds value to Community Options
2. Processing ARM orders and reconciling with entries in DC2Vue diaries
3. Manage the Community Options reception email including printing invoices and entering into DC2Vue for Admin/Accounts Asst to reconcile
4. Complete file closures requested by Care Partners and Coordinators and forwarding correct documents to HIS as per filing requirements
5. Other clerical duties as required including but not limited to meeting agendas/minutes, booking meeting rooms, car pool bookings, collecting and delivering external / internal mail & supplies
6. Maintain a constant presence at reception, answering phone promptly and maintaining a tidy workstation and reception area
7. Maintain a working supply of stationery and office supplies completing orders as required and in an efficient manner to reduce costs where possible
8. Assists with promotion and marketing materials of Community Options
9. Provide leave relief for Admin /Accounts Assistant within level of experience
10. Work in a flexible manner and perform additional reasonable duties as requested by manager within capabilities

KEY SELECTION CRITERIA

Essential:

- Excellent customer service skills including a pleasant welcoming manner and the ability relate to a wide range of people both in person and via telephone
- Demonstrated computer literacy including Microsoft Office and willingness to be trained in specific computer programs required
- Previous experience in reception / clerical role
- Ability to work both unsupervised and effectively as part of a team
- Well-developed organisational and time management skills
- Ability to maintain a high level of confidentiality

Desirable:

- Knowledge of computer systems: ARM/Epicor, DC2Vue, iPM, Bossnet
- Previous experience in the health sector

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.

- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected by their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.