



RECEPTIONIST

Reporting Relationship:

This position reports to the Office Manager who reports to the Executive Director.

Position Summary:

The Receptionist is responsible for providing efficient and high quality reception and general office support to FWHC clients, staff, services, projects, groups and activities.

Duties

1. Attend to all telephone, in-person enquiries, emails and answering machine messages in a professional and timely manner.
2. Support clients with their requests and refer to other Agencies as appropriate.
3. Ensure confidentiality of all client and FWHC information.
4. Maintain appointment schedules for Counselling, Medical and Clinical clients.
5. Support team in rescheduling clients as required.
6. Take client contact and referral details for Counsellors – to be passed to Community Connector.
7. Ensure Clinical clients complete a registration form, health history form and client consent form when required.
8. Prepare new medical client files electronically.
9. Process client Medicare, cash accounts, and submit electronic Medicare claims for reimbursement.
10. Receipt and record all incoming monies, including banking settlement at the end of each day
11. Invoice clients who do not attend appointments without notification (DNAs).
12. Administer and maintain records for petty cash.
13. Enter medical client demographic information into the excel spreadsheet in preparation for funding reports.
14. Manage outgoing mail.
15. Scan letters and reports to electronic medical files.
16. Attend to general clerical duties such as photocopying, incoming and outgoing faxes.
17. Maintain and update answer machine messages.

18. Follow 'opening and closing' procedure for Centre set up and close down.
19. Other duties, as required.

Expected Outcomes as a Contractual Requirement:

1. Efficient and effective reception and general clerical support for all FWHC services.
2. Provision of appropriate assistance to clients, and other people making contact with FWHC.
3. Maintenance of accurate computerised client medical records.
4. Collection and entry of statistical data into Medtech and excel spreadsheet in a timely fashion.
5. Provision of general office duties.
6. Understanding of the management of client complaints and client confidentiality and privacy.
7. FWHC policies and procedures are followed at all times and confidentiality of all clients and FWHC information is ensured.

Selection Criteria for the Position:

Essential

1. Experience in a medical / health receptionist role.
2. Proficient with Medicare private billing and bulk billing system including batching claims.
3. Excellent time management and organisation skills with attention to detail.
4. Ability to work with minimal supervision and use initiative.
5. Experience with an electronic appointment booking system.
6. Friendly, welcoming manner.
7. Strong customer services and communication skills.
8. Strong knowledge and application of Microsoft Office (Word, Excel, Outlook)
9. Ability to effectively maintain a computerised filing system.
10. Skills in data collection and computer data entry.
11. Skills in providing concise and accurate information.
12. Current National Police Clearance

Desirable

13. Experience with Medtech Evolution software program.