

POSITION DESCRIPTION

POSITION TITLE:	Receptionist
ORGANISATION DIVISION:	Clinical Services
EMPLOYMENT TYPE:	Full-time 12 months Fixed Term
WORK LOCATION:	Metropolitan Clinics
RESPONSIBLE TO:	Site Manager Manager Clinic Administration
OTHER BENEFITS:	Salary Packaging Uniform provided
DATE LAST REVIEW:	March 2021
APPROVED BY:	Director of Clinical Services

1. THE AUSTRALIAN COLLEGE OF OPTOMETRY

The Australian College of Optometry's (ACO) Vision is to achieve world leading eye health outcomes for all and its Mission is to improve the eye health and well-being of communities through innovations, partnership and leadership in:

Clinical optometry services- providing high quality public health eye care for communities in need and leading best practices;

Research- undertaking high impact internationally recognised research to improve the understanding of vision science and eye care; and

Education- providing best practice clinical learning pathways for optometrists from pre-registration through to professional practices.

The ACO's work is led by the following values and principles:

- We deeply *care* about eye health;
- Everything we do drives this *purpose*;
- Mutual *respect* guides our expectations;
- We foster excellence through *collaboration* with our patients, partners and teams;
- Our commitment to *innovation* pushes us to question and find better ways;
- We *deliver* what we promise to patients, partners and each other.

2. POSITION SUMMARY

This position is responsible for providing reception services to the patients of the Clinic, management of daily patient load, assist in provision of dispensing services and may participate in other ways to the pursuit of the mission and objectives of the Clinic and the ACO.

3. KEY RESPONSIBILITIES

To be successful in the role, the incumbent will be required to:

- Respond to attending patients and incoming telephone calls in an efficient, professional and friendly manner
- Manage patient booking to ensure occupancy KPI's are met and workloads are equitable
- Provide advice to patients regarding services and appointments including accurate input of patient details and allocation of appointments
- Maintain accurate filing of visual aids (glasses and contact lenses) including reminder notices to patients who have not attended for collection
- Assist in scanning and destruction of record cards for electronic records
- Accept patient payments in an efficient and accurate manner
- Participate in the implementation and compliance of Clinic guidelines and procedures regarding the rights and entitlements of patients
- Provide complete and accurate screening of patients to determine eligibility for visual aids
- Arrange allocation of waiting list appointments and interpreter assistance

- Manage stationery resources and orderliness in the reception area and neatness in the Clinic waiting room
- Provide general support to the optometrists and student optometrists to enable them to provide efficient and excellent service
- Liaise with Dispensary staff and assist patients with frame selection and dispensary services as needed
- Liaise with Senior Receptionists and Manager Clinic Administration regarding daily Clinic activities
- Support the development of new processes and procedures in reception
- Assist in the administration of the Clinic appointment system and ensure all patient appointments are filled
- Advise the Manager Clinic Administration on aspects of the service to patients, which are unsatisfactory
- Assist with training for new reception staff as required
- Maintain confidentiality about information acquired in the course of interaction with patients and other Clinic staff
- Other duties may include additional administrative tasks such as typing, photocopying, distribution of daily post, assistance with outgoing letters, start up and shut down procedures, switchboard and preparation of accounts and agency claims
- Assist in maintaining frame displays at metropolitan clinics

4. SPECIAL REQUIREMENTS

Will be required to assist with reception services at other Metropolitan clinics.
May be required to assist with dispensing services at other Metropolitan clinics

5. JOB COMPLEXITY, SKILLS AND KNOWLEDGE

This position reports to the relevant Site manager on a daily basis, with responsibilities to the Manager Clinic Administration or delegate.

There will be a low level of direct supervision of day-to-day activities with some level of independence.

5.1 Level of Supervision/Independence

Work will be carried out under minimal supervision. Direction is provided on tasks to be undertaken with an opportunity to identify areas for improvement. The incumbent must be able to work without supervision and is expected to take responsibility for outcomes.

5.2 Problem Solving and Judgement

The incumbent will be expected to have problem solving skills and sound professional judgment. Some activities involve routine work but may involve some situations where they need to use a good level of judgement to solve problems and prioritise work.

5.3 Professional and Organisational Knowledge

A working knowledge of reception policies and procedures is required. Duties may involve procedures that require knowledge, which impacts on other areas within the ACO. Particular knowledge of reception and customer server is required for sound service delivery and for the benefit of the ACO.

5.4 Resource Management

Equipment, workstations and all daily resources are to be maintained and managed efficiently.

5.5 Breadth of the Position

This position requires a good level of communication with other staff of the Clinic in order to provide a quality service.

6. OCCUPATIONAL HEALTH AND SAFETY AND ENVIRONMENTAL HEALTH AND SAFETY RESPONSIBILITIES

All ACO staff are responsible for the following safe work procedures and instructions in accordance with OHS and EHS legislation:

- Complying with OHS and EHS policies and procedures manuals
- Taking responsible care for the health and safety of self and others
- Ensuring that any hazardous conditions, near misses and injuries are reported immediately to a supervisor
- Seeking guidance for all new or modified work procedures
- Participating in meetings, training and other health and safety activities
- Wearing personal protective equipment as provided
- Using equipment in compliance with relevant guidelines, without wilful interference or misuse
- Adopting work practices that support OHS programs

7. KEY SELECTION CRITERIA

Qualifications

- Completion of Year 12, or a relevant TAFE qualification or equivalent combination of relevant experience and/or education/training

Knowledge, Experience and Skills

- Reception experience in a similar environment
- A strong service focus, including an ability to respond and be proactive in the provision of quality customer service
- A capacity to handle difficult patient interactions
- Computer literate including Microsoft Suite (Word, Excel and Outlook)
- Accurate typing/word processing skills
- Highly self-motivated individual who demonstrates initiative with a can-do attitude
- A capacity to work in a team environment and somewhat independently on a daily basis
- A cooperative and supportive attitude towards others at all levels, treating people with respect, fostering collaboration and cooperation
- Well-developed communication skills to interact with patients and the reception team and other staff in the organisation
- Demonstrated motivation to serve the community and in particular, showing empathy and compassion to people experiencing disadvantage
- Understanding and respecting the feelings, needs and cultural differences of others
- An understanding of OHS principals and risk reduction
- Knowledge of Optomate or other health management system(s) and Synergy electronic imaging software an advantage

Organisational Relationships

Reports to: Site Manager
Manager Clinic Administration

Supervises: No direct reports

Internal Liaisons: Director of Clinical Services
Head of Clinic Operations & Service Improvement
Head of VES and Community Eyecare
Lead of Satellite Clinics & VES Rural
Senior Receptionists
Optical Dispensers
Optometrists
All staff

External Liaisons: Patients
Visitors

OTHER RELEVANT INFORMATION

Employment Screening

The ACO employs staff who come into contact with children, elderly and vulnerable people. We are committed to protecting and not placing at unreasonable risk vulnerable people, members of the communities we serve and our employees.

Employment for all positions is conditional on a satisfactory National Police Check which specifies working with 'children/vulnerable groups'. Police checks must be renewed every three years.

International Police Checks are required from prospective employees who have worked overseas for 12 months or more in the last 10 years.

Working with Children Checks are required for some positions as determined by the ACO. Working with Children checks must be renewed every five years.

Pre-employment Medical Check

For specific positions where there are particular physical demands a pre-employment medical check with your Medical Practitioner would be required.

Privacy Notification

We collect this personal information for the purpose of processing and considering your application for employment and its use is consistent with requirements of the Information Privacy Act 2000. All unsuccessful applications are retained for six months then securely destroyed.

Diversity

The Australian College of Optometry is an Equal Opportunity Employer. We welcome applications from people with the widest possible diversity of background, culture and experience. The ACO encourages and welcomes the interest from Aboriginal and Torres Strait Islanders for roles within the organisation.