

POSITION DESCRIPTION



POSITION TITLE: Medical Receptionist/Administrative Assistant

PROGRAM: Clinical Services

REPORTS TO: Administration Team Leader

SUPERVISES/MENTORS: Nil

POSITION SUMMARY

This frontline position is responsible for a) the provision of administrative services to support clinical service delivery to clients presenting with drug and alcohol problems and b) to provide a courteous and professional receptionist response to all callers and visitors to the centre. The emphasis of the working environment is one of teamwork and the position will include participating in a multi-disciplinary environment. There is an expectation that all administrative staff be multi skilled and work on a roster system to perform all functions.

DUTIES & RESPONSIBILITIES

Medical Receptionist/Administrative Assistant

Reception

Responsibilities:

- Reception duties, answering telephone and directing calls to appropriate staff;
- Greeting staff, clients and visitors of the Centre and directing them to appropriate staff/service;

Administration

Responsibilities:

- Mail: opening, stamping, writing up of DHS correspondence and distribution on receipt; writing up and franking of outgoing mail on a daily basis;
- Stock control and purchasing: ordering and completion of purchase orders for good and services as per Turning Point policy and procedure.
- Maintenance: logging, confirmation of jobs complete and following up of maintenance requests as per Turning Point policy and procedure. **to be reviewed**

Special Projects:

- To operate the Needle Exchange Program (NSP), accurate collection of data and health promotion on a rotational basis;
- Review and ongoing maintenance of electronic health medical records and Medicare;
- Others as identified and agreed during individual PD&R.

KEY RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
1. Reception	<ul style="list-style-type: none"> • Maintain a clean and tidy work area; • Calls answered in a friendly and prompt manner; directed to the appropriate staff member. • Clients and guests to the Centre greeted in a friendly and professional manner and directed to appropriate service and/or appropriate staff member notified on arrival; • Provision, accurate recording and ordering of tram tickets and cab charge vouchers for staff.
2. Client Services	<ul style="list-style-type: none"> • Effective and efficient management of appointment system for clients; • Timely administration of fee collection (e.g. Medicare); • Accurate data entry – ADIS; Donemeister; • Coordination and allocation of consulting rooms; • Operation of needle syringe program with a health promotion focus.
3. Administration, including mail, stock control, purchasing and other tasks as required.	<ul style="list-style-type: none"> • Daily in/outgoing mail is accurately recorded and distributed/franked in a timely manner; • Tea, coffee and sugar supplies replenished daily; • Ordering of catering as required; • Meeting rooms and cars booked accurately with correct details recorded; • Liaison and follow up with cleaners as required; • Ordering of stationary, toilet paper and handtowel through Turning Point's preferred supplier and accurate cross – checking of supplies and invoice received. Follow up if required; • Completion of purchase orders as per Turning Point's Purchasing policy and procedure for all purchasing and maintenance requests; • Health records management; • Other administrative duties as required from time to time, such as membership of various Turning Point committees and working groups.

KEY RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
<p>4. Maintenance</p>	<ul style="list-style-type: none"> • Organising prompt servicing/repairs to photocopier; • Arranging regular collection of paper/cardboard recycling and follow up as required; • Maintenance spreadsheet/database completed so that all maintenance requests have been actioned and reporting staff member received confirmation job complete; <i>This needs to be discussed with CSO role issue is building services v. maintenance</i> • Monitoring of car log books and booking and coordinating of cars to be serviced on a regular basis. <i>Please note, CSO role would take over monitoring of log books and servicing of cars etc so only booking would remain as a function).</i>
<p>5. Special Projects</p>	<ul style="list-style-type: none"> • Review of services and development of appropriate policies and protocols for the smooth operation of the reception/administration area; • Assist in ongoing review and development of electronic data base "Genie"; • As identified in PD&R.
<p>6. Occupational Health and Safety All employees are required to take reasonable care for their own, and others, health and safety.</p>	<ul style="list-style-type: none"> • Employees must comply with Occupational Health and Safety policies and procedures; • Maintain a work environment that is tidy and free of unnecessary hazards; • Report incidents and injuries in accordance with relevant procedures; • Comply with emergency management procedures including periodic emergency drills.
<p>7. Quality</p>	<ul style="list-style-type: none"> • Contribute to the operation and enhancement of Turning Point's quality accreditation system- Quality Improvement Council- Health and Community Services Standards. • Identify and promote opportunities to improve processes and systems in accordance with quality system methods. • Support and/or participate in initiatives that aim to improve ways of working (eg. Reviews & development of procedures, quality projects)

KEY RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
<p>8. Values</p>	<ul style="list-style-type: none"> • Contribute to the development and implementation of program work plans; • Undertake initiatives that actively promote Turning Point’s strategic goals and directions both internally and externally; • Act in accordance to the organisation’s values; • Understand and adhere to all organisational policies, including EEO/AA policies.

KEY SELECTION CRITERIA

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications, Education or Training	<ul style="list-style-type: none"> • Successful completion of HSC/ VCE to Year 12 or equivalent. 	<ul style="list-style-type: none"> • Certificate III in Office Administration or similar; • Certificate IV in AOD.
Knowledge & Skills	<ul style="list-style-type: none"> • Experience of working in an office environment. • Demonstrated experience in a quality focussed client service area; • Excellent communication and interpersonal skills and the ability to relate to people at all levels; • Strong organisational skills and the ability to prioritise multiple projects to meet deadlines; • Intermediate computer skills with competence in the use of Microsoft Word for Windows; Excel, Access and Outlook; • Demonstrated ability to work with limited supervision. 	<ul style="list-style-type: none"> • Knowledge of/experience in Medicare processing. • Demonstrated experience working in a similar role in an alcohol and drug treatment setting, medical clinic or similar facility. • Demonstrated experience working in a multi-disciplinary environment.
Personal Attributes	<ul style="list-style-type: none"> • Eye for detail; • Demonstrated initiative and ability to follow up; • Flexibility to work across all functions and at another site if needed; • Commitment to a proactive approach of improving client service delivery. 	
Special Requirements	<ul style="list-style-type: none"> • Commitment to working in a quality, client focused service delivery environment. 	
Other Information		

About Turning Point Alcohol and Drug Centre

Turning Point strives to promote and maximise the health and wellbeing of individuals and communities living with and affected by alcohol and other drug-related harms. We aspire to be a world leading service delivery and research and development centre. In working toward our goals we will ensure the safest possible environment in relation to alcohol and other drug problems today and into the future.

To achieve this, we are continually:

- creating thriving service delivery, research and development cultures that produce the best possible knowledge
- applying, using and translating this knowledge to promote change, build effective and rational policy, and demonstrate and contribute to world's best practice
- building our own and our communities' capacity through strategic relationships, partnerships and collaborations
- strengthening organisational capacity to provide the best environment for quality staff to achieve their potential

Since being established in 1994, Turning Point has led research and its translation into policy and practice at a local, national and international level. To best respond to emerging issues, Turning Point employs staff from a range of professional backgrounds and collaborates with organisations across the research, health, education and community services sectors.

The organisation integrates activities across a diverse range of specialist knowledge and professional practice. This unique combination enables Turning Point to translate evidence into action. Our work is essential to understanding the complexities of alcohol and drug use in our community and in developing effective approaches to prevent and treat dependence and other related harms.

Turning Point is formally affiliated with St Vincent's Hospital Melbourne and the University of Melbourne. Turning Point is part of the International Network of Drug Treatment and Rehabilitation Resource Centres for The United Nations Office of Drugs and Crime (UNODC) and is a member of the International Harm Reduction Association. The Centre is also a Registered Training Organisation and an accredited Higher Education Provider.

For more information on Turning Point go to www.turningpoint.org.au

Turning Point Alcohol and Drug Centre

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Fitzroy Victoria 3065

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F: 03 9416 3420
E: info@turningpoint.org.au

DIMENSIONS (approximate and subject to change)

a) **Authority: Personally Authorise**

Recommend to Line Manager

b) **Dollar Dimensions (Budgets, Project Costs, Revenues, Capitals)**

c) **Personnel Dimensions (People reporting to this position)**

CONDITIONS OF SERVICE

Classification Grade 2, Level 1

\$37,670 per annum pro rata, plus 9% superannuation.

Salary packaging benefit is also available on appointment

Tenure

APPROVED BY:

Occupant:

Signature _____

Date _____

Line Manager:

Signature _____

Date _____

Human Resource Manager

Signature _____

Date _____