



Position Description

Euroa Health

Position Title:	Receptionist / Acute Revenue Clerk		
Reports To:	Accountant		
Position Number:		Cost Centre:	Administration
Award:	Euroa Health Nurses & Allied Services Collective Agreement 2018-2022		
Performance Review:	On completion of six month probationary period and annually or as required		
Date of Preparation:	February 2019		
Principle Purpose of Position			
The Receptionist – Revenue Clerk is responsible for the management of front of house operations greeting visitors, answering telephone calls and undertake a range of administrative tasks to support the Euroa Health team to provide quality service to inpatients, residents and customers of Euroa Health.			
Organisational Environment			
Euroa Health Inc. (EHI) is a Not for Profit organisation providing a range of acute medical, aged care, community and primary care services to people within the Euroa community and Strathbogie Local Government Area. Services include 24 acute care beds and 75 residential aged care beds.			
Key Responsibilities of Position			
Professional			
<ul style="list-style-type: none">▪ Comply with the Euroa Health Code of Conduct▪ Demonstrate a high standard of personal appearance and conduct: that is clean, tidy, punctual and respectful in language and manner to all customers, visitors and each other▪ Actively participate in organisation activities and promote a positive workplace culture▪ Demonstrate a flexible, and enthusiastic attitude toward undertaking a variety of tasks with a team approach▪ Take direction from the Accountant to undertake other tasks as may be relevant▪ Comply with Euroa Health policies, procedures and all relevant regulations as required▪ Maintain self professional development and ongoing education relevant to the position▪ Participate in all mandatory training and other professional development as required by Euroa Health▪ Maintain confidentiality, information relating to staff members or resident/patient/clients is confidential and is at no time discussed with anyone other than the relevant staff member providing the service▪ Orientate and induct new staff as required			
Specific Responsibilities			
<ul style="list-style-type: none">▪ Per Duty Schedule as attached			

- Additional duties as required from time to time.

Work Health & Safety

- Compliance with the Euroa Health OH&S Policies and Safe Work Practices
- Take responsible care of your own health and safety and the health and safety of others in the workplace
- Report any incidents or unsafe conditions which come to your attention
- Observe any additional requirements of Euroa Health

Physical aspect of role (approximate)

- Walk/stand for 15% of the time
- Sit 80% of the time
- Filing and storage of files 5% of the time

Key Result Areas

- Accountable for the efficient operation of the Receptionist functions
- Engage with the team to create a culture of excellence and positive engagement.
- Identifying and solving problems relating to reception and revenue activities
- Demonstrate professional accountability and responsibility
- Deliver a positive and productive workplace culture and environment

Relationships:

Internal

- CEO, Senior Managers and Staff
- Aged Care Residents
- Patients and clients of Euroa Health

External

- External suppliers
- Community of Euroa and wider community

Key Selection Criteria

Essential

- A recognised Certificate in Administration or equivalent practical experience
- Demonstrate experience in administration and attention to detail – ability to plan, manage time and set priorities
- Knowledge and ability to manage the day-to-day operation of a ‘front-of-house’ reception and maintain a high standard of office procedures
- Good inter-personal skills and empathy with people of all ages

- Knowledge of quality and risk management.
- Ability to manage conflict resolution and ability to work under pressure and meet strict deadlines
- General computer skills including all Microsoft Office Software packages - and knowledge of accounting system MYOB and E-Pas Health invoicing software
- Demonstrated commitment to excellence in quality customer service
- Well developed written, verbal and communication skills
- Understanding of the requirements in OH&S and Continuous Quality Improvement
- Demonstrate the organisation's Values and qualities of the Code of Conduct
- Possess a tactful, personable and courteous attitude.

Employee's Signature:	Date:
Receptionist / Revenue Clerk's Signature:	Date: