
FRONT OF HOUSE – HEALTH SERVICE RECEPTIONIST AND SUPPORT ADMINISTRATOR

MARCH 2023

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POSITION SUMMARY

Location:	Parkville		
Functional area:	Clinical Operations		
Classification/ Salary:	Health Professionals & Support Services Award 2020, Support Services Employee, Level 4 + 10.5% super + access to \$15,900 NFP salary packaging		
Orygen Job Level	Level 2		
Reports to:	Practice Manager, Parkville Hub		
Employment type:	Part time (25 hours per week – 5 hours per day. 11am-4pm)		
Employment length:	Contract until 31 st December 2023		
Direct reports	-Nil	Indirect reports	-Nil

POSITION PURPOSE STATEMENT

The Health Service Receptionist and Support Administrator will provide Front of House (FOH) and operational support across all elements of Orygen, including Specialist clinics, primary care services and research. Working as part of an integrated FOH administrative team, this position will ensure the effective delivery of all designated administrative functions and contribute to the overall functioning of services delivered to young people and their families and carers at Orygen.

About Parkville Hub

The Parkville Hub provides young people with a full continuum of trans-diagnostic and staged tiers of clinical and psychosocial services. The Parkville Hub's goal is to coordinate and enhance existing services at the Parkville site with a particular focus on young people in the “missing middle” between primary and tertiary care services.

REVOLUTION IN MIND

POSITION FOCUS

	Key responsibility area	Percentage
1	Reception and administration	60%
2	Front of house support	30%
3	General responsibilities	10%

POSITION KEY RESPONSIBILITY AREAS

1. Reception and administration

- Provide an efficient switchboard function for the Parkville building, including answering all incoming calls promptly including redirecting calls and ensuring that accurate messages are taken and received by relevant staff in a timely manner.
- Coordinate the booking and set up of rooms for meetings as required or requested, including arranging catering requirements.
- Use a range of computer applications including medical software, word processing and other databases as required.
- Obtain and manage client information in a timely and accurate manner, ensuring confidentiality and privacy standards are met.
- Coordinate taxi bookings, MYKI's and vouchers (only when required) for young people and families attending the site.
- Collate/photocopy/fax information as necessary.
- Directing couriers and receiving deliveries, including receiving and distributing mail and arranging courier services and interpreter appointments as appropriate.
- Provide assistance to Facilities Management in performing emergency evacuations and other related activities to escalate and any identified risks and hazards in future if required/needed.
- Monitor stationery and clinical supplies and place orders as required to maintain a working supply at all times.

2. Front of house support

- Provide a warm, welcoming and responsive reception function to young people, their families and friends, staff and visitors of the service ensuring they are attended to in a courteous and professional manner.
- Provide high quality customer service and administrative support to all facets of the Front of House activities to assist the operation of customer centric department.
- Welcome and support all visitors to the Parkville site.
- Front of house presentation, ensuring that the waiting area & consulting rooms are tidy, youth friendly and stocked with relevant and up to date information.

3. General responsibilities

- Participate in staff meetings, planning forums and other professional development opportunities as required.
- Assist the Practice Manager and Administration Officer to identify opportunities for improvement and to implement new processes and procedures.
- Knowledge of and an ability to work within the Orygen framework of early intervention, de-stigmatisation, diversity, inclusion, and non-discrimination.
- Knowledge of, and compliance with, relevant government legislation, regulations and standards.
- An understanding of and commitment to comply with relevant privacy legislation, ensuring confidential information is protected from unauthorised disclosure and use.
- Any other duties as reasonably requested by Parkville Practice Manager or delegated Manager.
- Comply with all Orygen services, including Specialist Program and Primary Programs, confidentiality requirements.

EXPERIENCE / SKILLS

Experience / skills	<ul style="list-style-type: none">• Knowledge and previous experience in switchboard and reception/administration setting.• Demonstrated ability to provide a high standard of confidential reception and administrative services.• Demonstrated ability to communicate warmly and effectively with young people, their families and a diverse range of health and community service providers.• Working knowledge of medical software and Medicare billing systems.• Well-developed computer skills with a demonstrated ability in word processing, PowerPoint and databases as required.• Ability to operate with minimal supervision and as part of a multidisciplinary team.• Knowledge and understanding of the health and welfare issues affecting young people.• Knowledge and understanding of relevant legislation, policies and issues informing health and other services for young people and families.
Personal attributes	<ul style="list-style-type: none">• Demonstrated sound problem-solving skills and an ability to multitask.• Strong levels of accuracy and attention to detail.• Ability to exercise initiative in the application of established work procedures.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none">• Front of house team• Orygen staff
External	<ul style="list-style-type: none">• Young people and their families• External visitors• Couriers and suppliers

SPECIAL REQUIREMENTS

<ul style="list-style-type: none">• Unrestricted right to live and work in Australia.• A current National Police Check will be required.• Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check.• Successful applicants will be required to provide proof of COVID-19 vaccination prior to commencement.• You may be required to work across more than one of Orygen's sites, which are currently located within the north and west of Melbourne.• A current Victorian driver's licence (desirable)• In line with government guidelines, this position may need to be based at home during certain periods. As such a reliable internet connection will be required.• Occasional out of hours, evening and/or weekend work may be required.
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ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

Name	[insert name]
Signature	[insert signature]
Date	[insert date]