POSITION DESCRIPTION

Medical Receptionist – Administration Team member

Supporting Everyone to be healthy and live well

PURPOSE OF THE ROLE

The Medical Receptionist/Administration is a member of the Medical Consulting Suites team. The role of the Medical Receptionist is to facilitate appointments and process payments for patients of Echuca Regional Health and support the Consulting Suites staff by providing reception and administration services.
This incorporates customer service tasks including reception duties, telephonist duties, receipting of monies and other related administration and clerical tasks.

Position Details	
Position Title:	Medical Receptionist/Administration Team member
Department	Specialists Outpatient Clinics/Medical Consulting Suties
Reports to:	Manager – Consulting Suties
Positions Reporting to this role:	
Hours:	49 - Permanent - Part Time Some Saturday work required
Budget:	
Enterprise Agreement:	S Health and Allied/Managers and Admin 21-25
Position Classification:	HS1 – some Saturday work required
Position Description last reviewed:	27/02/2026

Key Accountabilities

- Meet and greet clients, answer phone calls, make and change appointments
- Process payments from clients for services provided
- Liaise with patients to make appointments with various departments at Echuca Regional Health including Operating Theatre, Pre-operative and Admission, Pathology, Radiology, Counselling, AOD and Family Services teams.
- Prepare and maintain waiting, meeting, treatment and counselling rooms in a tidy and presentable condition
- Preparation/reconciliation of daily banking, Medicare/HIC claims and records.
- Maintain efficient filing of reports and documentation.
- The Medical Receptionist may be requested to perform other duties, as reasonable and appropriate, from time to time.
- The Medical Receptionist will work from the Medical Consulting Suites and the Cancer and Wellbeing Centre and at our satellite clinic in Rochester as rostered/required.
- The position will also be part of a leave cover roster for the Medical Consulting Suites Administration team
- Participate in departmental and organisational meetings as required.

Organisational Responsibilities

Positively promote ERH within and externally to the organisation

Medical Receptionist – Administration Team member

Comply with the ERH and Victorian Public Sector Code (VPS) of Conduct
Each employee has a responsibility to comply and promote practices with all ERH policies and procedures and familiarise themselves with those relevant to their position
Comply with relevant registration bodies mandatory continuing professional development requirements
Carry out all work and interactions in alignment with the CARE values
Report all incidents and near misses as soon as possible after the event
Participate in risk management activities and assist with identification and control of risks within their department or area of work
Actively support compliance with the National Safety & Quality Health Service Standards and other professional standards and relevant regulatory requirements

CARE Values	
All staff are expected to behave in a way that is in alignment with our corporate values:	
Collaboration	Works with a team focus Cooperates with others and gains input and support to assist in achieving objectives We work with others to achieve shared goals
Accountability	Monitors the impact of one's own behaviour on others Supports a "no-blame" culture in reporting incidents and helping to effectively resolve them
Respect	Treats people fairly and openly Treats people with dignity Demonstrates personal standards of consistency, tolerance and patience
Excellence	Consistently supports and follows organisational policies and procedures Actively participates in identifying opportunities to improve what we do

Key Relationships	
Internal	**External**
All ERH departments, All clinical and support staff who provide a service to consulting suites, Health Information Service staff, Cancer and Wellbeing Centre staff	Visiting Specialists, Services Australia, Patients, members of public, visitors and external agencies.

Medical Receptionist – Administration Team member

Key Selection Criteria (KSC)
1 – Demonstrated ability to work in a team environment and effectively contribute to achieving the team's goals **2 – An understanding of the customer service requirements of the position and a demonstrated record of strong commitment and achievement in meeting customer needs in a busy environment** **3 – Demonstrated high level awareness of patient confidentiality**
Satisfactory evidence of; National police check, Working with Children's and Vaccination status in line with policy and procedure at this time.
Desirable:
Prior experience in Medical reception/outpatient setting

TERMS & CONDITIONS OF EMPLOYMENT:
Terms and conditions are in accordance with the Letter of Offer and Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: Date: / /

Print Name:

cc: Employee File