

## Job Description: Administrative Officer (Receptionist).

In accordance with the Distinct Directions practice and procedure manuals, the primary objectives of our Administrative Officer (Receptionist) are to provide excellent customer service to our clients while supporting our clinical team to provide a world class Allied Health service. We believe that Admin are essential to the success of a company and we are excited to bring someone into our team who is passionate about customer service and administration.

As the first point of contact for our patients, the Receptionist plays a crucial role in providing exceptional customer service and facilitating smooth operations within the practice. The ideal candidate should possess excellent communication skills, a friendly demeanour, and the ability to multitask in a fast-paced environment.

### Responsibilities:

- Greet patients and visitors warmly and ensure they feel comfortable and welcome upon arrival.
- Manage the front desk, including answering incoming phone calls, scheduling appointments, and addressing inquiries promptly and professionally.
- Collect patient information and verify insurance details accurately.
- Maintain a well-organized reception area, ensuring it and the clinic remain clean and tidy at all times.
- Register new patients and update existing patient records in the electronic medical records (EMR) system.
- Coordinate patient flow by ensuring timely check-ins and check-outs, minimising wait times.
- Assist patients with completing necessary forms and documents.
- Handle confidential patient information with the utmost discretion and in compliance with privacy regulations.
- Collaborate with allied health professionals and stakeholders to manage appointment schedules effectively.
- Direct patients to the appropriate treatment rooms and inform staff of patient arrivals.
- Process payments, co-pays, and insurance claims accurately, and provide receipts as needed.
- Coordinate referrals and communicate with other healthcare providers as required.
- Manage and distribute incoming and outgoing mail, faxes, and emails.
- Assist with maintaining inventory of office supplies and ordering as necessary.
- Contribute to the maintenance of a positive and supportive office culture.
- Participate in training sessions and professional development opportunities to stay up-to-date with office procedures and industry best practices.

### Qualifications:

There are no essential qualifications for this role. However extensive experience in administration is required. In replacement of qualifications, we have designed a list of critical soft skills which are required for the role.



## Qualities and Soft Skills:

- **Empathy and Compassion:** Demonstrates genuine concern for patients' well-being, understands their needs, and provides a comforting and supportive atmosphere.
- **Effective Communication:** Articulates information clearly and concisely, both verbally and in writing, while actively listening to patients, colleagues, and healthcare professionals.
- **Customer Service Excellence:** Exhibits a friendly and patient-oriented approach, ensuring patients feel valued and respected throughout their interactions.
- **Adaptability:** Easily adjusts to changes in schedule, procedures, or priorities, and maintains a positive attitude in a dynamic and sometimes unpredictable environment.
- **Attention to Detail:** Pays meticulous attention to accuracy in patient information, scheduling, and administrative tasks to ensure smooth practice operations.
- **Problem-Solving:** Approaches challenges with a proactive and solution-oriented mindset, seeking to resolve issues efficiently and effectively.
- **Professionalism:** Maintains a polished and professional appearance, adheres to ethical standards, and handles sensitive information with discretion.
- **Team Collaboration:** Works cooperatively with colleagues, medical professionals, and support staff to facilitate a harmonious and efficient workplace.
- **Time Management:** Effectively juggles multiple tasks, prioritizes responsibilities, and ensures timely completion of administrative duties and patient interactions.
- **Cultural Sensitivity:** Respects and appreciates diverse backgrounds and cultural perspectives when interacting with patients, recognizing the importance of inclusive healthcare practices.
- **Stress Management:** Remains composed under pressure, manages stressful situations with grace, and prevents stress from affecting the quality of patient care.
- **Initiative:** Takes proactive steps to contribute to the practice's success, whether by suggesting improvements, participating in training, or assisting colleagues.
- **Conflict Resolution:** Handles patient concerns or conflicts with diplomacy, aiming to find amicable solutions and maintain positive patient relationships.
- **Positive Attitude:** Fosters a positive work environment by displaying enthusiasm, approachability, and a willingness to learn and adapt.
- **Dependability:** Consistently arrives on time, follows through on tasks, and fulfills commitments to support the smooth operation of the practice.
- **Confidentiality:** Safeguards sensitive patient information and complies with privacy regulations, maintaining the highest standards of confidentiality.
- **Reliability:** Demonstrates a strong work ethic, reliability, and dedication to fulfilling the responsibilities of the receptionist role consistently.
- **Warmth and Approachability:** Projects a warm and welcoming presence that helps put patients at ease during their visits to the practice.

The Receptionist's success in this role relies not only on technical proficiency but also on these essential qualities and soft skills that contribute to exceptional patient experiences and a harmonious workplace.

There is a requirement to complete mandatory in house training packages and NDIS modules.



## Selection Criteria:

- Demonstrated ability to manage a fast-paced work environment with professionalism and maintaining strict confidentiality.
- Strong computer literacy including ability to adapt to new software and processes and strong experience in the MS Office suite and CRM systems.
- Excellent communication skills to enable efficient and effective communication with people from various cultural and socio-economic backgrounds, verbally and in writing, including with clients and their support networks, external stakeholders and the Distinct Directions team.
- Demonstrated ability to work both independently and in a team.
- Ability to utilise initiative and think outside of the box to support the team to provide excellent services to our clients and problem solve.
- Enthusiasm towards continuous quality improvement.

## Relationships:

*External:* Liaising and networking with clients, community welfare agencies including: Department of Community Service; Community Mental Health Centres; Youth Refugees; Juvenile Justice; Family Planning Association; Nominated treating doctors; Headspace; Treating Psychologists; and relevant NGO's.

*Internal:* The position will report directly to the Practice Manager and will work with a team of enthusiastic administrative officers including Bathurst Reception, Intake Officer, Billings Officer, the Practice Managers and Operations Director as well as working closely with the Clinical Team of Psychologists and Specialist Behaviour Support Practitioners across multiple locations.

## Salary:

Salary conditions are specified in the Employment Agreement

## Anticipated Hours:

38 hours per week.

8:45am – 5:15pm, Monday to Friday.

*This position works with children and vulnerable people and will require a Working With Children Check & NDIS Workers Clearance to be obtained and maintained over the course of employment and a current Police Check.*

