



## Wellington Aboriginal Corporation Health Service

### POSITION DESCRIPTION

**Position Title:** Medical Receptionist / Transport Officer

**Location:** GWAHS Mount Druitt

#### Overview of Health Service

Wellington Aboriginal Corporation Health Service (WACHS) aims to empower [targeted](#) Aboriginal and Torres Strait Islander people to take control of their individual, family and community health and wellbeing needs through the community controlled model.

WACHS is an Aboriginal Community Controlled Health Service offering a Primary Health Care Service and an Integrated Care program, supported by 4 FTE Doctors, as well as a number of specialist clinical staff and AHW's, a Specialist Programs Unit incorporating Social & Emotional Wellbeing, Child & Family Support, Drug & Alcohol, Aboriginal Family Health, Aboriginal Local Support, a Healthy for Life (H4L) Program, Maternal & Child Health Worker, Aboriginal Health Workers, Youth Health Worker and Dietitian targeting Maternal & Child Health and Chronic Diseases, regional programs including Australian Nurse Family Partnership Program, Aboriginal Children's Therapy Team, Tackling Indigenous Smoking Program, as well as a Human Resource / Financial Management section.

WACHS has also moved into supporting other regions through open tender process, which has resulted in the organisation taking on operational management of Moree Aboriginal Residential Rehabilitation Service, and more recently the addition of Aboriginal Primary Health Care services covering Western Sydney, Penrith and the Nepean Blue Mountains. Supporting all WACHS services and programs is a Quality Improvements Program, which incorporates consistent best practice processes across the organisation.

WACHS is a not-for-profit organisation that provides specific health and specialist programs to support clients/patients in addressing their health, wellbeing needs and issues in a culturally appropriate way. As well as providing these specific health related services, our service endeavours to provide self-determination and empower Aboriginal people in Wellington, Dubbo, Moree, Western Sydney, Penrith, Nepean Blue Mountains, as well as other towns and communities through our regional programs to take control and responsibility for their health and well-being.

## **Purpose of Position**

To work as part of a multi-disciplinary team to support, advocate and liaise for the Mount Druitt community within the Clinic environment. The position provides the first point of contact for clients entering the clinic. It is responsible for a high level of customer service, processing appointments and client data. The position primarily provides transport services to assist the day to day operations of the clinic and health program and provide a quality client service.

## **Dimensions of the Position**

The position holder reports directly to the Team Leader Clinic.

### **Essential Criteria**

- Aboriginality
- Previous experience in a receptionist / secretary role which includes managing the day to day operation of the reception area
- Ability to oversee and support the operations of a demanding client focused work environment
- Excellent communication skills including the ability to communicate with local Aboriginal people
- Computer skills including experience with patient appointment programs and patient information recall systems
- Knowledge and understanding of the issues that impact on Aboriginal people and Aboriginal communities
- Willingness to undertake professional training and development to support the Medical Receptionist roles and responsibilities
- Understanding of EEO, WHS within the workplace
- Current Drivers Licence with good driving record

**Note: Aboriginality is a genuine occupational qualification for the above position and is authorized under Section 14D of the Anti-Discrimination Act 1977.**

## **Duties**

The primary duties of this position include, but are not limited to:

- Maintain the privacy and dignity of clients at all times
- Act with tact and diplomacy when dealing with information of a highly sensitive nature
- Work within strict confidentiality guidelines, ensuring all personnel and/or client information is kept secure
- Front desk, provide a high level of customer service
- Phone, prompt and professional answering and transfer of calls
- Coordinate clinic appointments, update Communicare and coordinate phone triage as required
- Reports provided as required

### **Client Transport/ Deliveries**

- Timely pick up and transporting of clients/ hospital /home as scheduled
- Emergency pick up of clients as directed
- Timely delivery and or pick up of medications, pathology, supplies and equipment as directed.
- Maintain a log / record of all journeys/ pick ups

### **Vehicle Maintenance and Administration**

- Responsible cleaning, maintenance and reporting of any damage to vehicle
- Ensure log book are used on a daily basis
- Operation of vehicle and use of petrol card to being line with WACHS procedures
- Assist in maintaining the WACHS fleet, arrange servicing as required.

### **Aboriginal Ways of Working**

All employees of WACHS are required to personally demonstrate through consistent behaviour understanding of, respect for and compliance with culturally appropriate ways of working with Aboriginal clients, staff, and communities.

### **Award Application**

The position holder will be employed under the Health Services Union of Australia (Aboriginal and Torres Strait Islander Health Services) Award 2002. All entitlements for this position will be as per this Award.

The successful applicants will be required to commence employment within 1 months of the acceptance date.

Continued employment to this position is subject to satisfactory completion of a six (6) month probationary period. The WACHS Board of Management may terminate employment of the Position Holder during the probationary period. At the end of the probationary period the Team Leader will complete a performance report and discuss it with the probationer. WACHS CEO in consultation with WACHS Board of Directors has complete discretion over whether it decides to make an offer of employment after the probationary period. If the WACHS Board of Directors decides not to offer further employment at the end of the probationary period, the probationer will be given one weeks notice or payment in lieu.

### **Salary**

Commencing base Salary will be \$48,000 in line with WACHS salary structure and funding capabilities.

Salary is paid on a weekly basis through direct credit into a financial institution nominated by the successful applicant.

Salary progression is based on satisfactory performance determined by an annual performance assessment review. Progression will be dependent on the organisation being able to sustain any increases within the budget.

### **WACHS Workplace Requirements**

Main requirements for this position are summarised below.

### **Hours of Work**

WACHS works a 38 hour week with a compulsory 30 minute (unpaid) lunch break.

### **Adjusted Work Time**

In the event that you are required to work additional hours (in line with WACHS AWT Policy) , these hours will be balanced off within the same pay period. *For example; if you have been required to work 9 hours today, then tomorrow you might only work 7 hours.*

In the event that you are required to work on weekends, the same principle applies and the additional hours worked will be balanced out in the week following the weekend activity. *For example, if you need to work on a Saturday, you may take one day off the following week.*

Any work outside the standard working hours must be approved by the D/CEO or CEO in the first instance. At the time of approval, there will be negotiation about the balancing out of the work time and the AWT will be approved at that time.

Staff cannot accrue more than 16 hours Adjusted Work Time.

### **Leave**

All leave entitlements are as per WACHS Leave Policy 2015.

### **Time Sheets**

Time sheets must be completed on a daily basis, signed and provided to the Team Leader by 9.00am each Monday. Individual staff must complete their own timesheets.

### **Confidentiality**

Staff may be privy to information pertaining to the conduct and management of WACHS. At no time is this information to be removed from or discussed outside the business of WACHS. A confidentiality form is to be signed at the time of accepting appointment and an original lodged on each staff member's Personnel File.

### **Performance Assessment**

Performance by the occupant of the position is evaluated in accordance with the WACHS Staff Performance Appraisal System. All staff must participate in the Staff Appraisal process and any follow up supervision as required.

## **Policies and Procedures**

WACHS has adopted a set of corporate Policies and Procedures. Every staff member must comply with the documented Corporate Policies and Procedures. These will be varied from time to time and you must be familiar with and observe any changes. Failure to do so provides grounds for summary dismissal by the WACHS CEO in consultation with the Board of Directors.

## **Resignation**

If the occupant of this position resigns, one months notice must be given in writing.

If the occupant of this position fails to give the designated notice, WACHS has the right to withhold monies due to the employee to a maximum amount equal to the ordinary time rate of pay for the period of notice.

## **Superannuation**

WACHS will contribute the compulsory employer superannuation provision at the current legislative rate to a superannuation fund nominated by the successful applicant.

## **Salary Sacrifice**

Salary Packaging is available to all permanent employees and will be available to the successful applicant after satisfactory completion of a compulsory 6 month probationary period.

## **Termination**

Employment to this position may be terminated on the following grounds:

- (a) For misconduct, violence, threat of violence– summary termination by the WACHS Board Chairperson.
- (b) For breach of the WACHS *Policies and Procedures* – summary termination at the discretion of the WACHS Board Chairperson
- (c) For conviction of a criminal offence – summary termination by the WACHS Board Chairperson.
- (d) For three formal, written warnings of unacceptable behaviours and/or work performance including attendance at work – summary termination by the WACHS Board Chairperson at the time of the third written warning.
- (e) For redundancy – the typical provisions for this industry relating to redundancy will be applied.
- (f) For resignation – resignation must be in writing and must specify the date of resignation of employment.
- (g) For cessation of period of employment – as prescribed in the Letter of Offer of Employment

## **Dispute Settling Procedures**

Any grievance, complaint, or dispute, or any other matter raised by the employee or the respondent employer, engaged under this agreement, shall be settled in accordance with the procedures set out hereunder. The parties agree that no bans, stoppages, or limitations will be imposed prior to or during the time that this procedure is being followed.

(a) If the occupant of the position has a grievance, complaint or dispute with the Board of Management.

The occupant of the position shall raise the disputed matter with the WACHS Chief Executive Officer (CEO) in the first instance. The WACHS CEO will attempt to resolve the matter within one week. If the matter remains unresolved after two weeks, the occupant of the position may refer the matter to the WACHS Board Chairperson. The WACHS Board Chairperson, if able, must answer the matter within one week. If the matter remains unresolved within two weeks, the matter will be referred to a mutually agreed independent arbitrator.

(b) If the occupant of the position has or is the subject of a grievance, complaint or dispute with a member of the Senior Management Team, including the CEO.

The occupant of the position shall raise the disputed matter with the WACHS Board Chairperson if the matter is unable to be resolved with the Senior Management Team member or with the CEO. The WACHS Board Chairperson, if able, must resolve the matter within one week, otherwise the occupant of the position may refer the matter to a mutually agreed independent arbitrator.

## **Referees**

WACHS requires all persons applying for positions to provide the names,, position and contact details of at least two referees who can support the applicant's claims in regard to the selection criteria, orally and/or in writing. It is essential that at least one of the referees:

- Is a current supervisor / manager of the applicant in their current place of employment.