

Senior Medical Reception and Administration Worker

Inclusive Health and Wellness Hub



Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

Position Overview

Position Title

Senior Medical Reception and Administration Worker

Team

Inclusive Health Partnerships

Reports to

Practice and Nurse Manager

Line Manages

N/A

Employment Status

Full Time

Hours of Work (per week)

38

Classification/Award

Level 4, SCHADS

Talkin

Practice and Nurse Manager

Based at

South Brisbane

Backup when absent?

IHWH administration team

■ Micah Projects – Inclusive Health Partnerships

Micah Projects – Inclusive Health Partnerships

Inclusive Health Partnerships has two components:

- The Inclusive Health and Wellness Hub (IHWH) – a partnership between Micah Projects and Tzu Chi Foundation
- Outreach Integrated Care Team

The Inclusive Health and Wellbeing Hub (IHWH) is dedicated to accommodating diversity and ensuring people experiencing disadvantage in Brisbane have access to quality physical, dental, mental health and wellness and holistic healthcare services irrespective of their ability to pay.

Delivering high quality health services that are integrated with other social services, allied health and alternative therapies is an important part of our IHWH's vision through a range of partnerships

Position Description

As a Senior Medical Reception and Administration Worker you will...

work as part of the Inclusive Health Partnerships team to actively support and resource collaboration, communication and integration between partners to achieve our goals of improved outcomes for individuals through integration across service systems, improved access to health care for a targeted population and reduced health inequality amongst disadvantaged populations.

Integral to the successful operation of the IHWH, this role assists in the operation and administration of the IHWH by:

- (i) providing reception for the Inclusive Health and Wellness Hub,
- (ii) providing general administration support (including at Outreach clinics),
- (iii) working as part of a team where members demonstrate respectful relationships,
- (iv) maintaining a welcoming and respectful environment.

Interactions and Relationships

External

- External Agencies and their support workers
- Community members, Medicare, pathology providers, pharmacies
- Outreach clinic provider organisations

Internal

- IHWH Team members
- Micah Project's employees
- Organisational Services

Partnerships

- Tzu Chi Foundation
- Princess Alexandra Hospital
- Allied health providers

Key Responsibilities

IHWH Reception

- Enhance the image of the front reception with professionalism
- Create a welcoming and friendly environment by maintaining the tidiness of the waiting room and reception area and greeting people as they arrive in a warm and professional manner.
- Provide reception, administrative services and support to patients, doctors, nurses and allied health as required and approved by the Practice Manager.

- Handle incoming and outgoing calls. Answer the telephone promptly, assist with appointments and direct inquiries appropriately for all Inclusive Health programs
- Take and relay messages accurately.
- Register new individuals to the IHWH and check contact details of existing people.
- Schedule appointments and booking operations for GPs and Allied Health and Wellness service.
- Contribute to ensuring the IHWH services are accessed by people experiencing disadvantage, are homeless and/ or vulnerable.
- Appropriately triage as per POPGUNS triage process and allocate appointments for people.
- Utilise the online booking system (when available).
- Foster and maintain good relationships with other organisations, health professionals, contractors and individuals who visit the IHWH.
- Adhere to the Reception 'Daily Task List' and relevant policies and procedures.
- Delivery of premium customer service.

Administration

- Provide IT systems administration support when required, including Best Practice software, Microsoft Office, and other systems used by the IHWH.
- Meeting minutes – preparation, documentation and distribution.
- Process documents as directed including faxing, shredding, scanning and filing of confidential documents.
- Timely and accurate data collection and entry into the electronic software systems (e.g. Best Practice and Office 365) for new and ongoing individuals of the IHWH.
- Coordinate mail, including maintaining and updating a log of registered mail sent by the IHWH.
- Be accountable and responsible for making sure that organisational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures.
- Provide admin and reception duties to offsite GP clinics (within working hours) as required.
- Perform other duties as assigned by Practice Manager.

Communication

- Contribute to writing and updating the IHWH website and contribute to broader communication promoting health and the IHWH (in collaboration with Micah Communication's team and Wellness Services)

Practice Clinical and Business Operations

- Oversight of pathology courier pick-ups of all specimens
- Maintain clinical and non-clinical stationery consumables
- Attending meetings, training and development opportunities as required
- Process daily Medicare billing, DVA and private billing (as required)
- Implement the IHWH billing policy and practices as directed
- Petty cash monitoring and reports to Practice Manager and Micah Project's finance as required
- Engage and work well within a multidisciplinary team in a co-located environment

Quality Improvement and Reporting

- Actively contribute to quality improvement activities to meet accreditation standards and for enhanced patient care, through monitoring and reporting practice analytics via data mining software (e.g. Primary Sense or similar) and Best Practice software.
- Work with the Practice Manager to monitor the IHWH's data, by using data mining software and Best Practice software to gather analytics for IHWH reports, including GP reports, 6 monthly and annual reports.

Privacy and Confidentiality

Always maintain confidentiality and privacy by:

- Ensuring that all confidential information handled through reception is kept securely.
- Recognising and reporting any potential data breach as per the Micah Projects and IHWH Risk Management Policy.
- Ensuring reception is always covered (with assistance from the IHWH team members).

Criteria and Conditions

Criminal History Screening

- National Police Certificate Blue Card
 Yellow Card APHRA Registration

Driver's License

- Essential Desirable

Travel

Not required

Assets Provided

- Work Computer Work Phone Pool Vehicle Packaged Vehicle

Essential

- Relevant certificate or diploma qualification and extensive experience, or a combination of experience, expertise, and competence.
- 3-5 years' experience in administration and/or reception role, specifically within a medical practice
- Experience and knowledge in the use of Best Practice patient management system.
- Knowledge of office procedures and administration processes including Medicare billing and claiming process.
- Excellent communication skills, including the ability to engage in rapid rapport building, and communicate complex information and concepts.
- Effective organisational and time management skills, including ability to manage competing demands.
- Sound level of interpersonal and intrapersonal skills.

- Demonstrated commitment to upholding child and vulnerable adult safeguarding principles.
- A positive attitude, and the ability to work flexibly and proactively in a team environment with a commitment to the values and principles of Micah Projects to meet community needs.
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles in the workplace.

General Conditions

- All employees are to practice the values of Micah Projects, as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check, as outlined in the organisational Criminal History Screening Policy. All employees are required to cover this cost.
- All employees are to have valid working rights in Australia.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data and Case Management Systems.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

Acknowledgement

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects

Employees Name _____

Signed _____

Date _____

Document History		Version Number	03
Original Date	February 2023	Revised Date	August 2024