

Position Description

Receptionist 3 days per week - Naracoorte

Position Overview

Position Title	Receptionist
Job Type	3 days per week Casual or Part Time
Location	Naracoorte
Reporting To	Practice Manager
Liaison	Patients Clinical Staff Suppliers Referring doctors and/or their staff Other Health providers
Salary Range	Based on qualifications and experience
Other Benefits	Refer to www.goodcountryphysio.com.au/careers

Organisational History

Good Country Physiotherapy is a private practice providing high quality, evidence-based physiotherapy services with a key focus on self-management strategies and exercise-based therapy within the Upper Limestone Coast region.

Good Country Physiotherapy, originally trading as Angela Dunsford Physiotherapy, was established in February 2004 to service clients in the Upper Limestone Coast of South Australia. Currently, Good Country Physiotherapy has 4 main clinics, in Naracoorte, Keith, Bordertown and Mt Gambier with a satellite clinic in Kingston SE. The objective is to expand the business to service the entire Limestone Coast region.

Organisational Culture

Good Country Physiotherapy is a practice that is:

- Client focused
- Positive outcome focused
- An equal opportunity employer in which harassment or unfair treatment of any kind is not acceptable
- Continually striving to improve clinical and administration methodologies
- High standard, offering a quality service from quality facilities comparable to a metropolitan practice
- Committed to delivering quality, individualistic, evidence-based health care for all patients of all ages

- Offering an affordable service with equity of access for rural people within the Limestone Coast region on all budgets
- Committed to continual Professional Development of all staff to ensure treatment techniques are current, research-based and up-to-date
- Providing physiotherapy services to patients with a broad gamut of problems across the whole scope of physiotherapy practice, for example musculoskeletal, sports, neurological, paediatric, women's health, occupational.

Purpose of Position

The purpose of this position is to support the delivery of effective physiotherapy treatment to patients as well as providing a positive experience for the patients in their dealings with the practice. The role encompasses a range of office and administration responsibilities that are aimed at ensuring services can be delivered efficiently and effectively as well as contributing to the ongoing development of the business.

The quality of the overall Good Country Physiotherapy client experience relies heavily on this position as it is the front line for the organisation. The role provides the initial and final contact with the patient and as such it is critical in providing a positive image. It is imperative that this role communicates clearly and in a timely manner with clients, both internal and external.

Key Responsibilities

Provide office support functions:

- The coordination of patient appointments and communication regarding times allocated
- Management of patient records
- Reception and patient greeting functions
- Assisting clinicians in the efficient use of time to ensure that patient contact time can be maximised
- Providing administrative support to the physiotherapists and Practice Manager
- Ensuring that quality processes are established, documented and adhered to
- Receipting, reconciling and depositing funds received by the practice

Undertake marketing activities:

- Contribute to the positive marketing and promotion of the practice
- Prepare marketing materials as directed
- Assist in preparing the practice newsletter and other promotional material
- Assist in preparing regular marketing correspondence to referrers and client groups
- Collect and collate patient satisfaction survey information
- Liaise and maintain positive communications with patients

General:

- Ensure the practice is presented neatly and remains clean
- Abide by all relevant legal requirements including occupational health and safety, privacy, equal opportunity etc
- Ensure that the patient is treated with respect, privacy and dignity at all times
- Contribute to minimising risk within the service
- To participate in the appraisal system, ensuring that organisational goals are achieved
- To be familiar with the policies and procedures of the organisation
- To ensure records are accurate for the purpose of charging clients the appropriate fees

- To be capable of functioning semi autonomously, and prioritising own work within established policies, guidelines and procedures

Personal result areas:

- To maintain a client focus that includes empathy, high levels of communication and responsiveness
- To ensure that the role is approached with integrity
- To maintain a quality approach
- To be responsible
- To maintain a level of physical fitness appropriate to delivering the services required
- To be reliable

Key Selection Criteria

Essential

- Good communication skills
- High quality interpersonal skills
- The ability to assess problems and develop creative solutions
- Competence in computer based practice management systems, work processing and spreadsheets
- Demonstrated commitment to high standards
- Demonstrated empathy for the needs of patients
- Excellent time management and prioritisation skills
- The ability to adapt to changing environments
- A strong customer service focus
- The ability to function independently and within a team
- Experience in working in an office environment

Desired

- Experience with managing patients
- Experience in liaising with referrers and suppliers
- Qualification in office administration
- Experience in private practice
- Marketing skills
- A current drivers licence