

# POSITION DESCRIPTION



**Position Title:** Senior Receptionist  
**Work Level:** Operational  
**Reports to:** Business and Operations Manager  
**Supervises:** Receptionist/s

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## Position Overview

The Senior Receptionist at Kaleido Health Centre plays a vital role in ensuring the smooth operation of the front desk and a positive client experience with a focus on achieving high-quality LGBTQ+ inclusive service delivery. This position involves overseeing daily reception duties, managing appointment scheduling, and coordinating client enquiries. A key responsibility is liaising with Doctors and Practitioners to facilitate effective communication and ensure the strategic scheduling of appointments, optimising clinic efficiency. The Senior Receptionist also supervises and mentors junior reception staff, maintains accurate client records, and upholds a high standard of customer service and professionalism. Overall, the role supports the seamless operation of the health centre and contributes to excellent client care.

## Main Activities

This position is responsible for:

### Administrative Team Management

- Oversee and supervise the administration team, ensuring effective coordination and support for all staff members.
- Organise and assign tasks to ensure the smooth completion of daily operations, including appointment management, recall reminders, and handling of incoming and outgoing mail.
- Manage the rostering of administration staff, ensuring coverage and attendance at scheduled times.
- Handle staff performance review processes in collaboration with the Business and Operations Manager.
- Ensure all staff receive adequate, role-specific training, with a focus on inclusive and culturally competent care.
- Promote awareness and ensure compliance with the Work, Health, and Safety Act, fostering a safe, inclusive, and supportive environment for all staff and clients, with particular emphasis on the needs of the LGBTQ+ community.
- Work closely with the Business and Operations Manager to monitor and evaluate team performance, providing feedback and implementing improvements to enhance efficiency, morale, and team productivity.

HUMAN RESOURCES USE ONLY		
Approved: Michael Woodhouse – Interim Kaleido CEO	Senior Receptionist	22/01/2025

## Patient Engagement and Support

- Lead by example and use best practice guidelines for written and verbal communication that respects individuals' sexuality, gender identity, preferred terms to describe body parts, relationships and chosen family, and other demographic and social indicators.
- Learn and use the correct pronouns for all stakeholders, including clients, staff, and visitors.
- Greet clients with warmth, respect, and professionalism, ensuring an inclusive and supportive environment.
- Answer phone calls courteously and professionally in a timely manner, ensuring all individuals feel valued and respected.
- Schedule, reschedule, and manage appointment cancellations using the practice management software, accommodating the needs of all clients.
- Process client billing and issue receipts using practice management software in an efficient and accurate manner.
- Perform banking procedures in line with practice guidelines.
- Operate all aspects of EFTPOS and health terminals, ensuring a seamless transaction process.
- Transmission of Medicare and DVA claims
- Respond promptly and courteously to clients, both in person, by phone, and in writing, maintaining a respectful and inclusive tone.
- Maintain a clean, comfortable, and welcoming waiting area at all times.
- Address client and prospective client enquiries or refer them appropriately, ensuring they receive the information and care they need.
- Follow up with clients who were unable to attend their appointments, offering assistance in rescheduling.
- Manage appointment wait list, did not attend and non-attendance report
- Provide current and prospective clients with accurate and relevant information upon request, ensuring they feel informed and supported in their healthcare journey.

## Administrative Support and Coordination

- Provide administrative support to practitioners, clients and staff of the health centre.
- Register new clients, maintaining and regularly updating the client database to reflect accurate information.
- Scan and file medical records as required, ensuring confidentiality and accessibility.
- Manage and process client records and medical file requests promptly and securely.
- Take accurate messages and ensure they are directed to the relevant person in a timely manner.
- File and maintain the client database in line with practice guidelines and privacy standards.
- Complete data entry tasks accurately and in a timely manner.
- Procurement of stationary and medical supplies
- Unpack deliveries and ensure all supplies are clearly labelled with visible expiry dates.
- Maintain clean consult rooms and general spaces to ensure a welcoming and hygienic environment.
- Ensure all consulting rooms are prepared for practitioner use, with adequate stock levels and ready for client consultations.
- Provide additional administrative assistance to the Business and Operations Manager as needed.

## Accounts

- Follow up on outstanding client payments in accordance with practice policies and standards.
- Monitor and follow up on aged debts per practice procedures.
- Ensure that all uninvoiced appointments are billed at the end of each day.
- Reconcile accounts receivable on a regular basis in preparation for month-end reconciliation
- Complete daily banking and reconcile transactions in line with practice protocols.

## Collaboration

- Offer assistance and support to clinical, nursing, and admin staff as needed.
- Foster an environment that encourages open communication and positive working relationships.
- Gain an understanding of the roles and responsibilities of other team members.
- Participate in team meetings as needed, keeping accurate records and distributing them to staff as necessary.
- Attend recommended training and educational courses to enhance skills and knowledge.
- Coordinate with staff to ensure coverage at reception during break time

## WHS and Regulatory Compliance

- Consistently adhere to WHS requirements and procedures.
- Record incidents and near-misses according to practice policy.
- Ensure the reception area is maintained in a safe and organised manner.
- Assist in promoting a culture of safety by supporting staff with WHS training and compliance.
- Stay informed about current and new legislation to ensure the health centre complies with statutory and regulatory obligations, including hazardous materials, safe handling/disposal of medical waste, records management, WHS, RACGP, and NDIS accreditation.
- Complete all mandatory training at regular intervals, ensuring CPR training is current according to RACGP standards.
- Assist the Business and Operations Manager in maintaining accurate records for compliance audits and assessments.

## General

- Maintain confidentiality regarding client care and all other practice-related matters.
- Keep reception discussions focused on medical and practice-related topics to maintain a professional atmosphere.
- Contribute to the upkeep of a clean and organised practice, including cleaning spills, tidying the reception/waiting area at the end of the day, and maintaining order in the staff tearoom.
- Adhere to practice dress standards, including wearing a name badge and/or uniform as required.
- Act in the best interests of the practice and foster positive public relations.

- Demonstrate knowledge of and compliance with company policies, procedures, and protocols, and contribute to their development and maintenance when requested.

## **Training & Development**

Formal:

- Annual First Aid and CPR Certificate

Other (on the job):

- Practice Management Software
- Practice Policies and Procedures
- NDIS E-learning module
- Educational activities provided by the Central and Eastern Sydney Primary Health Network
- Diversity, Inclusion and Safety Training
- SBS Inclusion Program