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GOVERNANCE AND IMPLEMENTATION

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

[Insert Organisation's Letterhead / Header]

DUTY STATEMENT

POSITION TITLE:	Senior Receptionist
REMUNERATION/CONDITIONS:	In accordance with the Aboriginal Community Controlled Health Services Award
POSITION STATUS:	Full-time
DIRECTLY RESPONSIBLE TO:	Practice Manager
PERFORMANCE APPRAISAL:	6 month probationary period; performance reviews every 12 months thereafter
POSITION FUNCTION:	Coordinate day-to-day operations of the reception team to ensure the smooth, culturally safe, and efficient functioning of the front desk. Provide leadership and support to Reception staff, oversee appointment systems, and ensure timely processing of documentation and communication within the clinic.
MINIMUM SKILLS REQUIRED:	Certificate III or IV in Business Administration (Medical) or Certificate III or IV in Health Administration

POSITION SUMMARY

The Senior Receptionist is responsible for overseeing the front-of-house operations, supervising reception staff, ensuring compliance with service standards, and providing high-level support across clinical teams. This role ensures a high standard of patient service, manages the appointment system, and supports the Practice Manager in training, rostering, and front-desk performance.

RESPONSIBILITIES

Reception Leadership

- Supervise day-to-day activities of Reception staff
- Provide on-the-job training, coaching, and support to new and existing team members
- Monitor front desk workflows to ensure efficient operation
- Prepare rosters and ensure adequate coverage across shifts
- Conduct performance feedback and participate in staff evaluations
- Ensure the front desk operates in alignment with organisational cultural safety principles

Patient Service Excellence

- Ensure consistent, respectful, and culturally appropriate reception for all patients
- Assist with complex patient issues or complaints at point of entry
- Oversee appointment and triage protocols, ensuring urgent cases are appropriately escalated
- Ensure front desk staff communicate clearly with patients regarding wait times and delays
- Monitor adherence to eHealth and CTG processes

Administrative Oversight

- Ensure timely and accurate processing of all incoming/outgoing mail, faxes, and documents
- Oversee appointment confirmation processes
- Ensure staff conduct HPOS and Medicare eligibility checks
- Ensure scanning, filing, and record-keeping is done according to organisational standards
- Support the maintenance of front office supplies and equipment

Communication & Coordination

- Liaise between Reception and clinical teams to support smooth patient care
- Attend clinical administration briefings and relay updates to Reception team
- Coordinate reception support for outreach clinics, visiting providers, or events
- Provide reports on appointment trends, patient attendance, and administrative performance

MEETINGS

- Reception/Admin team meetings
- All staff meetings

- Clinical/Practice Manager briefings
- Cultural safety and reflective practice workshops
- Staff training and development days

KEY PERFORMANCE INDICATORS

Focus Area	KPI
Team Management	≥90% team attendance and compliance with rostering and opening procedures
Patient Experience	≥95% of patients are acknowledged within 2 minutes of arrival
Administrative Quality	100% of mail, faxes, and documents processed daily
Appointment System	≥98% of appointments confirmed and triaged according to protocol

PROFESSIONAL DEVELOPMENT

- Attend leadership and supervision training
- Complete cultural safety, eHealth, and CTG training modules
- Participate in interdepartmental planning and quality improvement initiatives

ESSENTIAL SKILLS AND EXPERIENCE

- Demonstrated leadership or supervisory experience in a reception or admin team
- In-depth understanding of medical/dental front-desk operations
- Strong skills in patient communication, triage, and crisis de-escalation
- Excellent time management, organisation, and problem-solving skills
- Ability to lead respectfully in a culturally diverse team environment

MANDATORY REQUIREMENTS

- Certificate III or IV in Business Administration (Medical) or Certificate III or IV in Health Administration
- Current National Police Check
- Working with Children Check
- Current CPR certificate (or willingness to obtain)
- Compliance with confidentiality, privacy, and health information legislation
- Adherence to all organisational policies and procedures

SIGNATURE & ACKNOWLEDGEMENT

I agree to abide by the standards and policies and have read and understood the job description and agree to comply with same.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____