



# Applicant Information Pack

Position: Receptionist or Trainee Receptionist

Date: December 2021

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# Application Form – Receptionist or Trainee Receptionist



<b>Surname</b>	<b>Given Names</b>
<b>Address</b>	
<b>Email</b>	<b>Preferred Phone</b>
<b>Working Rights</b>	
Australian Resident Y or N	VISA Expiry Date: VISA Number:
<b>Referees</b> <i>I hereby give consent to the below referees being contacted.</i>	
1. Name	Position
Contact Number	Relationship
2. Name	Position
Contact Number	Relationship
<b>Application Checklist</b>	
This Form Completed Y / N	Resume Y / N
Pre-employment Health Disclosure Form Completed Y / N	Application Cover Letter Responding to Position Description Selection Criteria Y / N
<b>Declaration by Applicant</b> <i>I hereby declare that all information contained in this application is true and accurate and has been prepared directly by me and not another party on my behalf.</i>	
_____	_____
Signature	Print Name
_____	
Date	

# Pre-Employment Health Disclosure Form

## Receptionist or Trainee Receptionist

Administrative Services

December 2021



### Purpose

Glamorgan Spring Bay Council is committed to ensuring it provides a safe place of work as required under the *Work Health and Safety Act 2012*. As part of fulfilling this commitment, Glamorgan Spring Bay Council requires that people disclose any real or potential health illness or injury or medication which may impact upon performing the above mentioned role.

In addition, Glamorgan Spring Bay Council also has a range of other safety practices to ensure a safe place of work such as testing for alcohol and drugs, monitoring fatigue and similar.

### Position Risks

The below risks have been identified for the above mentioned role.

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Use of visual display unit (IPad and Laptop) | <input checked="" type="checkbox"/> Repetitive use of mouse/keyboard          |
| <input checked="" type="checkbox"/> Working under pressure                       | <input checked="" type="checkbox"/> Sitting for extended period (1.5 + hours) |
| <input type="checkbox"/> Standing for extended period (1.5 + hours)              | <input checked="" type="checkbox"/> Driving                                   |
| <input checked="" type="checkbox"/> Lifting less than 20kg                       | <input type="checkbox"/> Lifting 20-35kg                                      |
| <input type="checkbox"/> Lifting more than 35kg                                  | <input checked="" type="checkbox"/> Climbing ladders                          |
| <input type="checkbox"/> Working at heights (greater than 2 metres)              | <input checked="" type="checkbox"/> Sun exposure                              |
| <input checked="" type="checkbox"/> Dust exposure                                | <input type="checkbox"/> Noise exposure                                       |
| <input checked="" type="checkbox"/> Walking uneven surfaces                      |   |

### Disclosure

<b>Print Name</b>		
<b>Date Completed</b>		
<b>Item</b>	<b>Date</b>	<b>Details</b> <i>(Name injury/illness/medication, impact, treatment)</i>
<b>Illnesses</b> <i>Disclose any past or current illness that may re occur, be triggered or exacerbated by the risks identified.</i>		

<p><b>Injuries</b>  <i>Disclose any past or current injuries that may re occur, be triggered or exacerbated by the risks identified.</i></p>		
<p><b>Current Medications</b>  <i>Disclose any medications that may impact upon the performance of the role as per the risks identified.</i></p>		
<p><b>Past Workers Compensation</b>  <i>Disclose any current or past workers compensation that may impact upon the performance of the role as per the risks identified.</i></p>		

Note: add additional pages to this if required.

**Declaration and Authorisation**

I declare that the information provided in this Pre-Employment Health Disclosure Information Form is true and accurate at the time of completion and acknowledge that failure to provide true and accurate information could later result in termination of employment in the event I was appointed to the above mentioned position.

I authorise for this information to be passed on to a medical professional as part of any pre-employment medical I may be required to undertake during the recruitment and selection process.

<b>Print Name</b>	
<b>Signature</b>	

# Position Description - Receptionist

Support Services Level 5  
Health Professional and Support Services Award  
Medical Centre  
Triabunna/Bicheno  
December 2021



## PRIMARY OBJECTIVE

To support the medical professional in providing a medical service that complies with privacy legislation, is confidential, efficient and effective.

## ORGANISATIONAL RELATIONSHIPS

Reports to the Practice Manager.

The position has nil direct reports.

## KEY ACCOUNTABILITIES/CHALLENGES

- > Ensure the practice utilises the medical booking and patient records system as effectively and efficiently as possible.
- > Ensure that all patient records and communications are carried out in accordance with privacy laws and with appropriate sensitivity and confidentiality.
- > Ensure that all patients are charged appropriately for service rendered.

## PRIMARY RESPONSIBILITIES

- Take bookings from patients and ensure that patient appointments are made to ensure practice efficiency and effectiveness.
- Register patients on arrival and ensure patients are appropriately billed.
- Create new patient records.
- Process requests as approved by medical professionals to transfer patient files.
- Take enquiries for patients, liaise with the medical professional and provide responses to patients as requested.
- Prepare referrals as directed by medical professional and support patients in securing contact with specialists.
- Filing of patient information on electronic records systems.
- Monitor supplies for services and record order requirements.
- Assist allied health professionals as appropriate who are operating out of the surgery and are directly referred by the serviced Doctor.

## ALL STAFF RESPONSIBILITIES

- Ensure that safety is considered and practised in all aspects of role performance and that it is effectively managed in accordance with Council's safe system of work.
- Comply with all Council policy and procedures which may be varied from time to time in consultation with appropriate staff.
- Carry out all responsibilities of the role in accordance with Council's code of conduct.

- Adhere at all times to the *Local Government Act 1993 Tas.* or any other specific legislation or professional standard that relates to the role.

### **QUALIFICATIONS, EXPERIENCE AND ABILITY (SELECTION CRITERIA)**

1. A certificate II in business administration and at least two years work in the medical industry in a reception capacity or an equivalent combination of training and other relevant experience.
2. Excellent interpersonal and communication skills, both written and verbal and good knowledge of medical terminology.
3. A strong customer service orientation with the ability to demonstrate genuine empathy and interest in people's needs.
4. A history of maintaining confidentiality, privacy and a reputation of acting at all time with honesty and integrity.
5. A high level of attention to detail, timeliness and accuracy in work.
6. Ability to work cooperatively and independently
7. Intermediate to advanced knowledge of Microsoft Office products and experience using medical industry software such as Best Practice, Medical Director or Medtec.
8. A current first aid certificate including CPR and basic triage training.
9. Training and/or experience in management of emergencies, handling complaints, basic infection control, safe handling & disposal of medical waste and similar relevant to supporting medical professionals.

# Position Description – Trainee Receptionist

## Trainee Receptionist

Miscellaneous Award

Medical Centre

Triabunna/Bicheno

December 2021



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### PRIMARY OBJECTIVE

Carry out administrative and customer service support for Council's medical centre when requested within the delivery scope of the Certificate III in Business Administration (BSB30415).

### ORGANISATIONAL RELATIONSHIPS

Reports to Practice Manager.

The position has nil direct reports.

### KEY ACCOUNTABILITIES/CHALLENGES

- Assisting in the delivery of customer services.
- Learning the various aspects of a General Practice to support their needs.
- Ensuring a good balance of on the job learning occurs across all activities as outlined by the Certificate III in Business Administration requirements.

### PRIMARY RESPONSIBILITIES

Responsibilities will be refined during the Traineeship to focus on the competencies being carried out under the Training Plan at any given time.

- Provide a courteous and timely response to all customer enquiries, both external and internal customers.
- Carry out paper and electronic mail distribution and filing of records.
- Support staff in administrative activities and tasks in the performance of their roles.
- Assist staff in the completion of correspondence, filing, data upload as it relates to the performance of their daily work.
- Carry out basic financial transactions as part of customer service activities i.e. receipting payments, banking and similar.
- Assist Council with providing information to customers via various platforms and tools.
- Update medical records as directed.

## **ALL STAFF RESPONSIBILITIES**

- Ensure that safety is considered and practised in all aspects of role performance and that it is effectively managed in accordance with Council's safe system of work.
- Comply with all Council policy and procedures which may be varied from time to time in consultation with appropriate staff.
- Carry out all responsibilities of the role in accordance with Council's code of conduct.
- Adhere at all times to the *Local Government Act 1993 Tas.* or any other specific legislation or professional standard that relates to the role.

## **QUALIFICATIONS, EXPERIENCE AND ABILITY (SELECTION CRITERIA)**

1. Completion of year 10 with satisfactory English and mathematics grades.
2. Demonstrated knowledge of sound customer service.
3. A strong commitment to team work and evidence of working well as part of a team.
4. Understanding of safety in the workplace.
5. A positive work ethic in relation to reliability, promptness and professional attire.
6. Good computer skills as it relates to general usability from internet search, email and word processing.
7. An aptitude across the use of information technology devices and platforms to assist Council in improving the customer experience.
8. An interest in health and medical services and the role it plays in society.
9. Aspirations to complete a qualification in business administration.



# Recruitment and Selection Information

December 2021

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This position falls under the Health Professional and Support Services Award and is a Level 5. The permanent part-time role is for 16 hours per week spread over two week days.

A trainee would be paid under the Miscellaneous Award as a Trainee relevant to their age, years of school completion. The trainee would work 32 hours per week spread over four week days.

Glamorgan Spring Bay Council is committed to employment via merit selection which is based on ensuring the best person for the job will be hired. Discriminatory attributes such as gender, age, religion, political beliefs and so forth as covered by Tasmanian anti-discrimination legislation will not be considered or influence recruitment and selection decisions.

After applications are received they will normally be shortlisted against the selection criteria as outlined in the last section of the position description. Assessment of these criteria is carried out by reviewing all information provided by the applicant in their application.

An interview process will typically involve a panel of people that may include people outside of Council. Depending on the content to be covered interviews can range from 20 minutes to two hours and conducted face to face, via video links or over the phone. Applicants will be tested against the same criteria and the interviewee may be asked to elaborate further on information provided in their application.

A process may involve more than one interview with the same or different people, aptitude testing, psychometric analysis and referee checking. Preferred applicants may also be required to undertake a medical as per the risks identified for the position, their health disclosure and general compliance with Council's safety requirements.

Successful applicants will be advised verbally in the first instance of Council's offer and subsequently provided with a contract of employment for consideration. Generally people have up to 14 days to consider an offer made.

In some instances relocation assistance may be offered to a successful applicant.

Recruitment processes can take anywhere between two to 12 weeks to carry out depending on the components involve, applicant availability and location. During this time questions on progress should be directed to the person listed in the advertisement for specific position being filled.

Glamorgan Spring Bay Council does not provide for an appeal process with respect of recruitment and selection decisions.

All applications should be sent to [kristy@hrisesp.com.au](mailto:kristy@hrisesp.com.au) with the subject header of Application: Receptionist or Trainee Receptionist