

Position Description

Position Title: Medical Imaging Receptionist

Award Classification: Administrative Worker (HS1-HS17)

Award / Agreement Name: Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025

Position Reports to: Site Medical Imaging Clerical Supervisor

Position Responsible to: Site Associate Program Director – Medical Imaging

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and state-wide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs.



1. POSITION PURPOSE

- I. The Medical Imaging Receptionist will assist in the day-to-day operations of the Medical Imaging reception. Daily tasks may include receiving patient/customers into the Medical Imaging department, scheduling appointments (both in-person and over the telephone), data entry, handling of patient and healthcare professional's enquiries, liaising with Medical Imaging staff and internal and external stakeholders and general administrative tasks as directed by the site Clerical Supervisor.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

The role requires considerable initiative and flexibility in order to optimize the clerical service to patients, hospital staff and external referrers.

I. **Organisation Development:**

Ensure scheduling of appointments and management of Medical Imaging reports are carried out appropriately and accurately through consultation with different stakeholders within the organisation and community.

II. **Information and Knowledge Management:**

Willingness to learn and execute activities using information technology; especially those dedicated to Medical Imaging (e.g. Karisma, iPM and EMR).

III. **Administration Support Services:**

- a. Assist with the routine activities in the department; attending to patients, telephone enquiries, examination scheduling, staff movements, tracking, mail management, equipment and supplies coordination, report generation and image management.
- b. Liaise with modality supervisors and nursing staff on scheduling and workflow matters.
- c. Liaise with accounts department with regards to patient billing matters.
- d. Participate in staff meetings.
- e. Participate in ongoing accreditation preparedness.
- f. Ensure accurate Medicare billing.
- g. Adhere to all organisation policies and procedures pertaining to Freedom of Information requests and patient/customer feedback.

IV. **Other Responsibilities:**

Be aware of and work in accordance with organisation policies and procedures, including Occupational Health and Safety, Equal Employment Opportunity and Confidentiality. Be respectful of the needs of patients, visitors and other staff and maintain a professional approach to all interactions.

The role may include a rotating roster including days, evenings, weekends and on-call duties. The Medical Imaging Receptionist may be required to engage in any or all, but not limited to, the duties listed in the major duties/responsibilities description; and may be required to rotate between EH sites as requested by the Associate Program Director or the Program Director of EH Medical Imaging.

V. **Competencies and Experience:**

- a. Demonstrated experience in working and collaborating in small teams in undertaking diverse clerical function within the organisation.
- b. Capable of planning and organising work on both an individual and team basis.
- c. Highly developed skills to enable accurate assessment of current work practices with lateral thinking ability to recommend and implement work practice review.
- d. Have in depth knowledge and skills associated with Medical Records or Medical Imaging management.
- e. Have the knowledge and skills in thinking and planning problem solving.
- f. Have the IT knowledge necessary to plan for and lead processes around the establishment and maintenance of systems.
- g. Attention to details and ability to follow strict business rules.

VI. Skills:

- a. Professional demeanour
- b. Self-motivator
- c. Ability to multi-task, prioritise and deliver under pressure
- d. Well-developed interpersonal and communication skills
- e. Strong patient/customer focus
- f. Ability to build internal and external relationships

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the Eastern Health approach to patient and family centred care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. ATTACHMENTS

- Attachment 1 *Key Selection Criteria*

10. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Signed: _____

Date: ____/____/____

Manager: _____

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

**ATTACHMENT 1
KEY SELECTION CRITERIA**

| | |
|-------------------------|--|
| Position Title: | Medical Imaging Receptionist |
| Award Classification: | Administrative Worker HS1-HS17 |
| Award/Agreement Name: | Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025 |
| Current Effective Date: | December 2023 |
| Next Review Date: | December 2025 |
| Reports to: | Site Medical Imaging Clerical Supervisor |
| Responsible to: | Site Associate Program Director – Medical Imaging |

Essential:

- Well-developed interpersonal and communication skills.
- High attention to detail.

Desirable:

- Previous experience working in a Medical Imaging or similar work environment.

Personal Attributes:

- Must be able to demonstrate good communication skills and a customer patient focus.
- Personal and professional standards must be demonstrably high.
- Demonstrate commitment to the overall efficiency and functioning of their workplace.
- Sound organisational and prioritisation skills.
- Demonstrate a desire to learn and to teach others.
- Must possess good self-evaluative skills.
- Must be innovative and interested in new ideas.
- Must show commitment to patient care.
- Must lead with knowledge and by example.
- Must be prepared to embrace change and willing to participate in change processes.

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____