



POSITION DESCRIPTION

POSITION TITLE:	Medical Receptionist
PROGRAM:	Equinox, PRONTO! and The Centre Clinic
STATUS:	Part Time minimum 15 hours / week plus staff leave and absence cover
REPORTING TO:	Clinical Services Manager
LOCATION:	Abbotsford and St Kilda
CLASSIFICATION:	Support Services Employee Level 3 (Health Support Services and Professionals Award) VAC/GMHC Employment Agreement April 2014

1. ORGANISATIONAL ENVIRONMENT

Thorne Harbour Health is a community-controlled LGBTI organisation, governed by our members, and working for our sex, sexuality and gender diverse communities.

For more than 35 years as the Victorian AIDS Council (VAC), the organisation has led the Victorian community's response to HIV and AIDS. Our work has now moved beyond Victoria, and Thorne Harbour Health is responding to a broad range of issues. Thorne Harbour Health aims to improve the health, social and emotional well-being of LGBTI communities and those living with or affected by HIV, with a particular emphasis on bringing the HIV and AIDS epidemic to an end.

Our Vision

We envision a healthy future for our sex, sexuality and gender diverse communities, a future without HIV, where all people live with dignity and wellbeing.

Our Mission

We devise and deliver effective community-driven health and wellbeing programs. We advocate to reduce stigma and discrimination.

For more information on our organisation, please visit our website www.thorneharbour.org

2. PROGRAM CONTEXT, ROLE & FOCUS

Service culture

Thorne Harbour Health medical services are designed to offer a friendly, non-clinical and inclusive environment. An open style of communication is encouraged between workers and guests/clients of the service. A safe environment is a paramount consideration at all times. We encourage a service culture that is accountable and respectful and where uncertainty or stressful situations do not negatively affect professional relationships or customer service.

It is expected that the Receptionist will engage with clients and visitors at all times in a way that maintains the integrity, reputation and function of the service with particular regard to the principles of privacy and confidentiality. One of the unusual aspects of this role is that it is performed by members of the community, for the community. It is important to understand the dynamics of the role with service users and the likelihood of meeting service users in apps, social settings and other community spaces. Due to this, it is vital to uphold privacy, confidentiality and understand conflict of interest at all times.

Equinox

Equinox is a health centre that caters exclusively to the Trans and Gender Diverse (TGD) community. General Practice, Osteopathy and Counselling services are offered at the service.

The primary objective of Equinox is to reduce the barriers that TGD people face in accessing primary health care services and to contribute to the enhanced health and well-being of members in this specific community. The service operates in consultation with the THH Trans and Gender Diverse Advisory Group that consists of a selection of TGD community members and representatives from a wide array of community support and action groups.

Equinox aims to reduce barriers to TGD health and well-being by:

- Providing trans affirmative health services that reflect and serve the needs of the TGD community
- Ensuring that all TGD clients are treated respectfully and with dignity
- Providing an environment where clients are safe and able to present their own gender identity without judgment or discrimination
- Providing services that are cost effective and affordable to the TGD community

PRONTO!

PRONTO! is a peer HIV testing program that has operated since 2013. In this time, the Peer Test Facilitators have provided health promotion education to, and tested over 10,000 G/MSM for HIV. They have diagnosed and provided support and referral to over 70 men from a wide range of ages, cultures and sexual identities. In 2016, the program expanded to provide Peer STI testing services and has since tested over 5,000 men for STIs. The Peer Testers work in collaboration with onsite General Practitioners and Nurse Practitioners who provide Pre-Exposure Prophylaxis (PrEP) and STI treatment services.

HIV testing is a key HIV prevention strategy for MSM/gay men in Australia. It is believed that up to one third of HIV infections in the Melbourne gay community are currently undiagnosed and modelling shows that increased coverage and frequency of testing for HIV amongst high risk gay, bisexual and queer men who have sex with men will be the most effective public health intervention to reduce future transmissions of HIV.

The primary objectives of PRONTO! are to:

- Deliver an accessible, high quality, confidential community based HIV testing and STI testing service in metropolitan Melbourne
- To increase the frequency of HIV and STI testing among sexually active and high risk G/MSM in Victoria
- Reduce barriers to G/MSM in Victoria accessing HIV and STI testing at the recommended frequency
- Provide high quality evidence of the impact of community based and rapid point of care HIV testing for reducing HIV transmission risk among G/MSM in Victoria
- Enhance access to primary and secondary sexual health services by working in partnership with existing service providers
- Provide recommendations for future models of HIV testing in Victoria and nationally

The Centre Clinic

The Centre Clinic is a general practice medical service in St Kilda. We provide medical services predominantly to PLWHIV and the LGBTIQ communities. These communities have traditionally experienced obstacles, perceived and actual, to achieving quality health care. The role of the clinic is to provide health care to these communities while actively working to reduce and minimise such obstacles, and ultimately to improve the health of these communities.

Confidentiality and professionalism are the cornerstones of our operation. These are small communities and some individuals may feel that identification as being a client of a particular service may identify them as being a member of a particular community or of being of a certain HIV status. It is vital that our clients feel empowered by their contact with the clinics and part of this is that they have total ownership and control of issues of disclosure of information relating to themselves. Central to this is the knowledge that information gained from handling of medical records, through conversations with clients and even about client's very attendance at the clinics is kept strictly confidential.

PRONTO!, Equinox and The Centre Clinic operate within the Services Division of the Thorne Harbour Health which holds full responsibility for the ongoing operations of the services.

3. POSITION ROLE AND RESPONSIBILITIES

This position is responsible for providing reception and administrative support services to the Thorne Harbour Health medical and allied health teams that consists of Medical Practitioners, Practice Nurses, Nurse Practitioner, Counsellors, an Osteopath, Dietitian, Acupuncturist and Peer Test Facilitators. These services are operated across two sites currently based in St Kilda and Abbotsford. The successful applicant may be assigned to work across one or both sites at different times depending on service needs.

Thorne Harbour Health services are intended to be a friendly, safe and welcoming environment for LGBTI, TGD and MSM clients. The receptionist is the critical person for maintaining this milieu. A positive, friendly disposition and understanding of the issues faced by our clients in accessing general health care and sexual health services is essential. This job can be demanding and busy and involves significant multi-tasking.

Our medical services have user-friendly online appointment, billing, and clinical systems in addition to common office computer applications. Although adequate support and training will be available, the medical receptionist needs to be confident in using computer systems as a part of their everyday work.

Specific duties include:

1. To manage patient/client visits by welcoming and greeting clients, preparing their files for use by the service practitioners, taking Medicare details and ensuring Medicare and /or cash billing has been completed.
2. Answering the telephone, replying to patient/client email enquiries, making appointments, confirming appointments with clients by telephone and sms.
3. Using the clinical, administrative, appointment and billing computer software on a daily basis (Best Practice software).
4. Keeping client files up-to-date by managing and scanning all correspondence and reports in relation to clients.
5. Confering with clinicians at the end of shift to ensure that all pathology specimens are collected and ensure that all are labelled, recorded and stored appropriately for courier collection.
6. Assist with ensuring that stocks of consumables are maintained by checking the availability of basic consumables on a regular basis, ordering where necessary, or communicating the requirement with the Practice Manager.
7. Ensuring that the consulting rooms are ready for use at the commencement of each medical session, that desks are tidy and ready for the practitioners, that clean linen is on the examination beds and that clinical waste bins are emptied as necessary.
8. Processing Medicare claims and resubmissions and all clerical work associated with them.
9. Maintaining statistical or other databases as required by the programs.
10. Attending clinic and/or organisational meetings and/or professional development activities as directed.
11. Reporting to the Clinical Services Manager, Senior Receptionist and Lead Test Facilitator on a regular basis.
12. Other duties as directed by the Clinical Services Manager, Lead Test Facilitator or Senior Receptionist.

4. KEY SELECTION CRITERIA

Essential skills and attributes

1. Demonstrated sensitivity to the issues affecting gender diverse people's access to trans-friendly health and support services and the impacts of transphobia on general health and well-being. A commitment to ensuring that these issues are reduced in all ways practicable whilst providing services to this community.
2. Demonstrated sensitivity to the issues of people living with HIV, LGBTI people, and other people and communities at risk, including an understanding of the way in which the HIV epidemic impacts the daily lives of gay men and other men who have sex with men and other members of the LGBTI community, injecting drug users and people living with HIV.
3. Ability to handle a busy reception area with a professional and friendly reception technique. Experience in a medical environment is highly regarded.
4. Strong organisational and administrative skills and an ability to multitask and to perform well under pressure.

5. Mature verbal, interpersonal and written communication skills and the ability to work independently without close supervision, to work in a team, and to work under pressure in a friendly, welcoming manner.
6. Well-developed computer skills (PC environment) including accurate data entry and proficiency in the use of Microsoft Outlook, Word and Excel software.
7. A willingness and ability to work flexible hours as required, evening and Saturday availability is essential
8. Knowledge of the Medicare system, item numbers and billing processes will be highly regarded.

Desirable

- Lived experience as a trans or gender diverse person
- Drivers licence
- Knowledge of current HIV testing and prevention strategies

5. CONDITIONS OF EMPLOYMENT

- **All applicants must be able to provide proof of full COVID-19 vaccination.**
- Salary is paid in accordance with the VAC/GMHC Employment Agreement 2014. The classification for the position is Health Support Services and Professionals Award, Support Services Employee Level 3
- Salary packaging is available at Thorne Harbour Health; it is a legitimate method of restructuring existing salary into a combination of salary and expense payment benefits to provide a higher net remuneration for the employee.
- Employer's contribution to superannuation (10%) will also be paid.
- Conditions of employment are as stated in the VAC/GMHC Employment Agreement 2014.
- The position is part time and it is expected to roster a minimum of 15 hours per week. Additional hours will be rostered to cover staff leave and absences.
- Completion by Thorne Harbour Health of a satisfactory police check is required.
- A willingness and ability to work flexible hours is required, including some early morning, evening and weekend meetings and other work-related commitments.
- A Confidentiality Agreement must be signed.
- Thorne Harbour Health is an equal opportunity employer. All staff members are required to contribute to creating a non-discriminatory workplace.
- Thorne Harbour Health provides a non-smoking workplace.
- Membership of the appropriate union is strongly encouraged.
- Applicants must either be Australian citizens or have permanent resident status.
- It is expected that this position will commence immediately, however delays to starting may occur depending on Department of Health COVID-19 lockdown regulations at the time of engagement.

6. PROFESSIONAL SUPERVISION

Thorne Harbour Health has a commitment to ensuring that staff members receive high quality supervision on a regular basis. This role is required to attend this supervision.

7. WORKPLACE HEALTH & SAFETY

As an employee of Thorne Harbour Health, staff need to strive to ensure a safe and healthy workplace by complying with the provisions of Section 25 of the Occupational Health and Safety Act 2004 (Duties of Employees).

8. APPLICATION PROCESS

Written applications addressing the selection criteria and including a resume and the names and contact details of three professional referees should be sent to recruitment@thorneharbour.org

For further enquiries please contact: Peter Locke, Clinical Services Manager via peter.locke@thorneharbour.org or 0419 913 062

Applications close October 24th 2021

Important: it is **essential** that applicants specifically address the selection criteria. Where selection criteria have not been addressed, applications will not be considered.