

JOB DESCRIPTION

TITLE OF POSITION	Receptionist
CLASSIFICATION	Health Professionals and Support Services Award 2020 Support Services Employee Level 6
PROGRAM	Good Prospects - Administration

OVERVIEW

At Elcies we provide quality, evidence-based Speech Pathology and Psychology services. We focus on wellbeing and the communication and cognition skills of people in every stage of life.

ROLE SUMMARY

As a receptionist, you are responsible for supporting the Good Prospects professional team of Psychologists and Speech Pathologists as required, in order to enable them to achieve organisational objectives and deliver quality, evidence based service to Elcies valued clients. This includes performing administrative functions, as well as processing client payments and ensuring that appointment attendance is accurately recorded using practice software

The aims and objectives of this role are to:

- Provide a confidential, empathetic and non-judgmental service to customers who present with a broad range of issues
- Provide reception and administrative support for site-based programs
- Assist the broader Allied Health teams with their day to day operations
- Provide assistance, information and referral to people who present seeking services at any of the Allied Health sites

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The receptionist reports to the Manager and may also work under the guidance of the Service Development Officer and allied health practitioners

SPECIAL CONDITIONS

Any offer of employment is subject to:

- The successful applicant will be required to hold a current and satisfactory DHS Working with Children Check **and** an NDIS worker check prior to being employed.

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- The successful applicant must hold a current South Australian Driver's Licence and possess a registered roadworthy vehicle available for work use. Local and intra-state travel may be required upon occasion.

CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	ELCIES STAFF RESPONSIBILITIES AND DUTIES:
GSP Culture	<ul style="list-style-type: none"> ▪ Model ethical behaviour and practice consistent with the ethos of GSP as outlined in the Code of Conduct and stated values. ▪ Adhere to and support GSP's policies and procedures.
Teamwork	<ul style="list-style-type: none"> ▪ Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. ▪ Support Elcies senior management team's decisions and ensure that instructions are carried out. ▪ Alert the program manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s). ▪ Attend and actively participate in regular team meetings and forums as required. ▪ Report to the supervisor as required.
Work Health and Safety	<ul style="list-style-type: none"> ▪ Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. ▪ Promote and adhere to ELCIES Work Health and Safety guidelines.
Resource Management	<ul style="list-style-type: none"> ▪ Monitor financial reports, expenditure and budget to meet budgetary requirements. ▪ Maintain records of activities as required for accountability purposes. ▪ Manage resources and risks efficiently and effectively. ▪ Work within established or negotiated financial and time constraints
Continuous Improvement	<ul style="list-style-type: none"> ▪ Contribute to the delivery of high-quality services. ▪ Understand and support continuous quality improvement in GSP.

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CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Front desk reception duties	<ul style="list-style-type: none"> ▪ Provide exceptional centralised and local receptionist services, responding to and redirecting phone calls and visitors. Ensure callers experience a personable, welcoming, prompt and effective response. ▪ Unlocking/locking Allied Health facilities and preparing the site for daily use ▪ Monitor, store and procure office supplies ▪ Arrange with staff for back-up reception assistance for times when unable to respond to phone calls and visitors. ▪ Ensure reception area is tidy and presentable, with all necessary material available for visitors (e.g. company brochures and information flyers) ▪ Communicate effectively to engage and establish rapport with clients, stakeholders and team members ▪ Providing information and referrals to people seeking support services ▪ Establish and maintain appropriate data management and filing systems ▪ Responding to requests and making appointments for Allied Health clients ▪ Process payments using HICAPS ▪ Support client on-boarding process ▪ Prepare Service Agreements ▪ Co-ordinate client appointments ▪ Prepare invoices and payments of client account (NDIS/Medicare/DVA/private billing)

Administrative Tasks	<ul style="list-style-type: none"> ▪ Completion of stationary orders and ensuring each Allied Health site is appropriately equipped with items for general use of facilities e.g. paper-stock, cleaning materials etc. ▪ Completion of daily and weekly business banking using account management software ▪ Program data entry into relevant data bases including Power Diary ▪ Provide word processing, document design, database and spreadsheet services as required. ▪ Assisting the set-up and clean-up of meetings and events where required ▪ Assist with promotional activities as required - resources, shopping, mail-outs, emails and organise venues ▪ Assist with problem solving and system implementation. ▪ Manage multiple tasks and adjust priorities in order to meet deadlines
Company Representation	<ul style="list-style-type: none"> ▪ Ensure a welcoming environment for visitors and staff ▪ Maintain confidentiality and show discretion when dealing with queries ▪ Represent Elcies in an ethical and professional manner ▪ Maintain a complete knowledge of organisational structure, personnel names and titles ▪ Understand the various functions and services of Elcies

PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Highly developed interpersonal and communication skills
- Excellent Customer Service skills
- Ability to prioritise a diverse workload and adjust priorities to meet deadlines
- Ability to use office software including databases, MS Office and scheduling to a high standard.
- Ability to manage and use office equipment
- Ability to manage a switchboard and telephone duties
- Planning and organisational skills
- Ability to work within a multi-disciplinary team environment

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- Experience working with low-income earning communities, Culturally and Linguistically Diverse communities and vulnerable groups
- Experience working within the context of a not-for-profit organisation

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Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain “Best Practice” standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee: _____ Witness: _____ Date: _____