



Durri Aboriginal Corporation Medical Service
Servicing the Macleay and Nambucca Valleys
ABN 52 730 046 875 ICN 27



With Compliments

Position Application Package

Position Name: Trainee - Receptionist

Position No (If applicable): N/A

Contact Name: Celia Griffen

Telephone: (02) 65986804



General Conditions of Employment

Position:	Trainee - Receptionist
Position No (If applicable):	N/A
Award:	ATSIHWP + ACCHS 2020
Classification:	Administration
Salary:	\$57,284 per annum
Award entitlements:	Uniform allowance
Identified positions:	Pursuant to Section 14 of the Anti-Discrimination Act 1977(NSW) Australian Aboriginality is a genuine occupational qualification for this position. Must provide Proof of Aboriginality from Local Land Council or Elders.
Benefits:	9.5% superannuation; salary sacrifice; training and development; employee assistance program; uniform supplied by employer.
Employment clearances:	Selection criteria - see page 10
Application:	Email to: hr@durri.org.au
Or post marked confidential to:	Application Human Resources Durri Aboriginal Corporation Medical Service PO Box 136 Kempsey NSW 2440
Closing Date:	Tuesday 29 June 2021 at 5.00 pm

Information for Applicants

Thank-you for enquiring about a position advertised by Durri Aboriginal Corporation Medical Service. Durri is an equal opportunity employer and applies merit based selection techniques.

For over 40 years, Durri Aboriginal Corporation Medical Service has provided essential and culturally appropriate health care to Aboriginal people located in Kempsey, Nambucca Heads and its surrounding communities.

The following links showcase the regions around the organisation:

<http://macleayvalleycoast.com.au/>

<http://www.nambuccatourism.com.au/>

Please read the following information carefully, as it will help you to understand the selection process and to prepare your application.

Selection is based on the assessment of each applicant in relation to the requirements of the job identified in the Position Description for the advertised vacancy as well as being a team player with developed interpersonal skills and having the ability to work in an open, friendly and professional environment.

The selection criteria consists of skills, knowledge and abilities required to successfully undertake the position as detailed in the position description.

The first stage of the selection process is based on your written application. The applicants who Durri considers best demonstrate their capacity to meet the criteria will be short-listed for interview.

Your application represents you, therefore it is vital that it is well organised and provides all the required information. The following is a guide to assist you in preparing your application. The application should consist of five parts:

1. Completed position application form - see page 5.

2. Covering letter

A covering letter not exceeding one page is required.

3. Resume

Your resume should provide details on your education qualifications, work history, special skills or qualifications, training details and referees, plus any other information which may assist your claim for the position you seek. Be clear and informative. Include names, position titles, addresses and telephone numbers of two (2) referees (current addresses and telephone contact numbers).

4. Selection criteria - see page 10.

Each statement should concisely and adequately illustrate how you meet the criteria. Try to provide evidence of your work with examples. You can also include transferable knowledge, skills or ability in areas relevant to the requirements of the job, which you have developed outside the workplace as evidence of your capability to meet the selection criteria.

Give complete and relevant information. Your application is a tool to sell your skills and abilities and is the first stage of the selection process. It should be well presented and supply as much detail as necessary to fully explain your capabilities and experience.

Do not simply state that you meet the requirements of the job. Give examples which demonstrate how you meet each criteria.

If you do not address each selection criteria your application will not be considered.

5. Supporting information

Send supporting information with your Position Application form with evidence of your qualifications that you have included on your resume; referee names with current address and telephone numbers; current police check; working with children check and confirmation of Aboriginality for identified positions.

Late Applications

Late applications will not be considered for interviews.

Interview

Should you be invited to attend an interview, it is important that you plan and prepare adequately. In some instances, telephone interviews can be arranged depending on circumstances.

The interview provides us the opportunity to confirm your qualification, knowledge, experience and personal qualities against the needs of the position. It also provides you the opportunity to find out more about the position.

All interviews are conducted by a Selection Panel. The Selection Panel will ask you a number of questions to determine how well you meet the requirements of the job.

Bring any documents or examples of your work that you consider may assist with your application.

You will be notified of the results of your application.

Reference Check

Reference checks are used to supplement the final decision and may be conducted prior to, or after the interview.

Referees may be asked to provide information on your past employment and work performance, relevant to the requirements of the job.

Should you have any objection to this action, your concerns should be raised with the Selection Panel so that alternative arrangements can be made.

Position Description

Position Title: Trainee Receptionist	Business Unit: Reception									
Reports To: Practice Manager - Nambucca Valley	Direct Reports: Nil									
Primary Objective:										
<p>This position is responsible for supporting both the provision of quality medical support services to all internal and external clients and overall administrative support across the practice team. The key objectives of the role include:</p> <ol style="list-style-type: none"> i. Providing customer service to all internal and external clients in the areas of medical reception, record management, filing, quality management and administration; ii. Providing administrative support services to the practice staff as required; and iii. Maintenance of medical files, spreadsheets and databases to ensure data integrity and accuracy. 										
Position Dimension & Decision Making Authority:		Key Communication Contacts:								
<p>Without referral to manager –</p> <ul style="list-style-type: none"> • Routine enquiries from internal and external clients and the community <p>Referred to managers or others –</p> <ul style="list-style-type: none"> • Operational and capital expenditure 		<table border="1"> <thead> <tr> <th>Contact/Organisation</th> <th>Purpose/Frequency of Contact</th> </tr> </thead> <tbody> <tr> <td>Practice Manager – Nambucca Valley</td> <td>Daily – Around direction and achievement of accountabilities</td> </tr> <tr> <td>Client and the Community</td> <td>As needed – Providing help and advice on general enquiries</td> </tr> <tr> <td>All staff</td> <td>As needed – Support where appropriate</td> </tr> </tbody> </table>	Contact/Organisation	Purpose/Frequency of Contact	Practice Manager – Nambucca Valley	Daily – Around direction and achievement of accountabilities	Client and the Community	As needed – Providing help and advice on general enquiries	All staff	As needed – Support where appropriate
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Key Accountabilities		
Key Result Area	Major Activities	Performance Measures:
1. Medical Reception and Customer Service	<ul style="list-style-type: none"> • Liaise with the relevant business functions to ensure that service offerings are timely and satisfy internal and external customer expectations. • Maintaining the presentation of the reception area to ensure a professional image is displayed at all times. • Assisting in the scheduling and coordination of practice appointments in conjunction with business requirements. • Answering and directing incoming calls to the correct staff member, and where appropriate resolving problems in the first instance to ensure internal and external client satisfaction. • Welcoming visitors, assisting in their enquiries and directing them to the appropriate departments. 	<ul style="list-style-type: none"> • Achievement of Training Program KPIs
2. Administration, Quality Management, Records Coordination and Documentation	<ul style="list-style-type: none"> • Assisting with the organisation and coordination of administrative activities and quality management in an efficient and effective manner. • Contributing to the delivery of routine administrative activities such as medical record keeping, developing computer templates, preparing documentation and scheduling appointments. • Supporting the Team Leader and team members with ad hoc administrative tasks as required. • Assisting in maintaining relevant databases through accurate data input and processing to ensure records are kept up to date at all times. • Maintaining an effective filing system to ensure that information is easily accessible and understood by all staff. 	<ul style="list-style-type: none"> • Effective and accurate filing systems • Feedback around ease of access of files from relevant stakeholders
3. Team work and Collaboration	<ul style="list-style-type: none"> • Effectively collaborating with team members to ensure that the function is operating effectively and efficiently, while maintaining a harmonious team environment. • Ensuring compliance with relevant WH&S legislation and that any issues are identified and actioned in line with the policy. 	<ul style="list-style-type: none"> • Feedback from colleagues

4. Compliance	<ul style="list-style-type: none"> • Complying with all relevant legislation and regulatory standards. • Obtaining and recording accurate health histories to ensure compliance with all organisational policies and procedures and legislative requirements, while ensuring client and community confidentiality is maintained. 	<ul style="list-style-type: none"> • WH&S, EEO, Confidential.
5. Reporting	<ul style="list-style-type: none"> • Assist in the provision of statistical and management reports to meet organisational and statutory requirements including analysis, reporting of financial results and supporting recommendations. 	<ul style="list-style-type: none"> • Accuracy and timeliness of qualitative reports. • Accuracy and timeliness of statistical reports.
6. Policy and Procedures	<ul style="list-style-type: none"> • Assist in developing and complying with policies and procedures to ensure that the program is demonstrating consistent practices nationally and is in line with strategic objectives. • Attend all mandatory training requirements and participate in staff performance reviews including updated First Aid Certificate and participation in staff immunisation program. • Compliance with and understanding of EEO Legislation. 	<ul style="list-style-type: none"> • Provide consistent and high standards of compliance with policies and best practice.

Key Challenges:	Person Specification:
<ul style="list-style-type: none"> • Achieving high level customer service to internal and external clients in high pressure situations • Achieving administrative program requirements within tight timeframes 	<p>Qualifications & Experience –</p> <ol style="list-style-type: none"> 1. Aboriginality is a genuine occupational requirement of this position, exemptions claimed under Section 14D of the Anti-Discrimination Act NSW 1977. 2. Demonstrated interest and/or experience in medical reception, records management, filing, quality management or administration environment. 3. The ability to acquire business support and administration skills through formal learning and on-the-job training. 4. Demonstrated commitment to complete the traineeship qualification of Certificate III in Business. 5. Strong interpersonal skills, including the ability to demonstrated empathy when required. 6. Ability to maintain confidentiality and to exercise tact, initiative and sound judgement. 7. High written and verbal communication skills. 8. Sound level of numeracy and demonstrated attention to detail. 9. Demonstrated ability to work flexibly within tight time schedules and in accordance with variable workload demands. 10. Ability to build relationships with all levels of the organisation and the community. 11. Ability to hold all relevant security clearances including National Police Check and Working with Children clearances. 12. Current class C drivers' licence. 13. Current First Aid or willingness to obtain.

Selection Criteria

1. Aboriginality is a genuine occupational requirement of this position, exemptions claimed under Section 14D of the Anti-Discrimination Act NSW 1977.
2. Demonstrated interest and/or experience in medical reception, records management, filing, quality management or administration environment.
3. The ability to acquire business support and administration skills through formal learning and on-the-job training.
4. Demonstrated commitment to complete the traineeship qualification of Certificate III in Business.
5. Strong interpersonal skills, including the ability to demonstrated empathy when required.
6. Ability to maintain confidentiality and to exercise tact, initiative and sound judgement.
7. High written and verbal communication skills.
8. Sound level of numeracy and demonstrated attention to detail.
9. Demonstrated ability to work flexibly within tight time schedules and in accordance with variable workload demands.
10. Ability to build relationships with all levels of the organisation and the community.
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