

APPLICATION PACKAGE

RECEPTIONIST
PEEL YOUTH MEDICAL SERVICE

FEBRUARY 2019

CONTENTS

	Page No
1. About GP down south	3
2. Applying for the Position	3
3. Position Description	5
4. Selection Criteria	8

ABOUT GP down south

GP down south is a not for profit, community organisation providing health and well being services throughout the Peel and South West regions of Western Australia. We have offices in Mandurah, Harvey, Eaton, Busselton, Manjimup and Collie.

More information about GP down south can be found on our website
www.gpdownsouth.com.au

APPLYING FOR THE POSITION

Thank you for your interest in applying for this position. The following information is to help you to prepare your application.

Eligibility

To be considered for the position, you need to show that you meet all the essential criteria. Before preparing your application, check the essential criteria described in the application package to make sure you are eligible to apply. If you have any questions about the criteria, give us a call.

Preparing Your Application

Once you are sure you have met all the essential selection criteria your next step is to prepare your application.

1. Covering Letter

Your covering letter should include details of the position you are applying for, together with any relevant information on your availability for an interview and advice regarding how we may contact you during office hours.

2. Resume/Curriculum Vitae

- Brief personal details – Name, Address, Phone Number etc.
- Provide a brief outline of your relevant work history beginning with your most recent position. Include starting and finishing dates, your position, and the types of tasks that were required in each job.
- Your education and training achievements. Include any that you are presently undertaking.

3. Addressing the Selection Criteria

When preparing your responses to the selection criteria we want you to demonstrate how your skills, training and experience show that you meet all the essential selection criteria. This should be limited to **three** A4 pages, no more.

4. Referees

- We want you to provide two referees who will comment on your previous experience, skills and knowledge in support of your application.

- Provide the names of your referees, their relationship to you (i.e. Manager, previous work colleague), work addresses and business hours phone number.
- Please let us know if you do not initially wish us to contact your current work place.

5. General Information

- Typed applications are preferred.
- Include only information that is relevant to the position you are applying for.
- Please do not use cardboard or plastic covers if mailing your application as your application may need to be photocopied.
- Emailed applications are encouraged.

6. Lodging your application

- Applications must arrive by post, hand delivery or email by 4.30pm on Wednesday 27 February 2019.

7. Privacy

Applications will be kept securely in accordance with our Privacy Policy. Applications from unsuccessful candidates will be kept for a period of 3 months after which time the information will be deleted in relation to electronic files and shredded for paper copies.

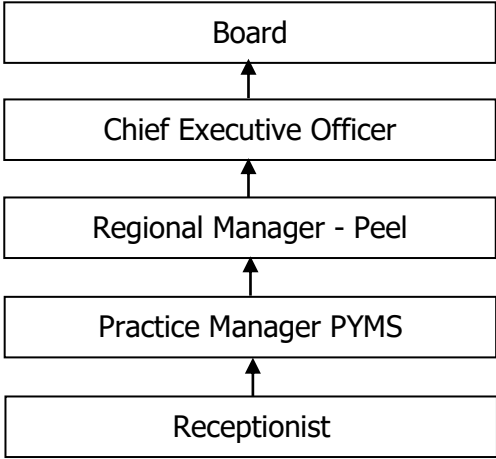
Address your application to:

Attention: Sharron Kamp
Human Resources Officer
"Private and Confidential"
GP down south
PO Box 3156
Mandurah East WA 6210

Email: sharronk@gpdownsouth.com.au

For further information please call Denise Puddick on 08 9537 5500

POSITION DESCRIPTION

Position Title	Receptionist (Peel Health Hub/Peel Youth Medical Service)
Reporting Structure	 <pre> graph BT Board[Board] --> CEO[Chief Executive Officer] CEO --> RM[Regional Manager - Peel] RM --> PM[Practice Manager PYMS] PM --> Receptionist[Receptionist] </pre>
Location	Peel Health Hub
Position Term	<input checked="" type="checkbox"/> Part Time
Salary Range	A salary of \$41,555 to \$43,465.50 per annum (for a full time equivalent) is offered dependent upon previous experience and qualifications, plus salary packaging options and statutory rate of superannuation.
Hours per fortnight	31 hours
FTE for this position	0.41FTE Monday afternoon 1pm to 5pm Tuesday afternoon 1pm to 5pm Friday 9am to 5pm
Pre-requisites for this position (where applicable)	<ul style="list-style-type: none"> • Current Western Australian Drivers Licence • National Police Clearance • Working with Children Check WA • Qualifications or appropriate experience in Reception/ Administration or equivalent.
Key Responsibilities	Responsible as part of the PYMS team for the efficient day to day functioning of GP clinics at Peel Youth Medical Service (PYMS) through the provision of administrative support to the PYMS program team including:



	<ul style="list-style-type: none">• Provide front desk reception services to all people entering Peel Health Hub and PYMS and ensure a welcoming, non-judgemental environment is maintained at all times.• Ensuring services are delivered in accordance with agreed policies and procedures.• Maintain Best Practice appointment and billing system and reporting requirements.• Process Medicare billings and reconciliations promptly in liaison with the GPs and allied health professionals working at PYMS.• Ensure confidentiality of clients is maintained at all times.• Provide administrative support as required.• Take an active role in maintaining accreditation standards.• Deal appropriately with incoming and outgoing mail and faxes daily.• Provide cover to the receptionist/administration role for leave and additional hours as required• Manage system for tracking mental health referrals for clients.• Maintain the filing system.• Ensure all correspondence and results/ reports are scanned and filed appropriately.• Maintain outgoing pathology specimens logbook.• Maintain adequate supplies of all general office and kitchen consumables.• Responsible for general cleaning of office as required.• Liaise with GPs Mandurah Administration Officer to coordinate the maintenance of equipment.• Contribute to GP down south's data extraction requirements for Peel Youth Medical Service from Best Practice and PenCat as required.• Undertake any other duties as directed by the Practice Manager/Regional Manager (Peel) consistent with the responsibilities of the position.
Additional Responsibilities	<p>Planning</p> <ul style="list-style-type: none">• Participate proactively in GP down south's planning processes including strategic and operational.• Participate in relevant data gathering processes. <p>Service Delivery</p> <ul style="list-style-type: none">• Provide all service delivery in accordance with relevant program guidelines, program logics, plans and contractual / statutory requirements• Maintain service delivery records to allow for appropriate knowledge management and information sharing within the Organisation• Deliver services and contribute to GP down south programs and activities in a timely and efficient manner <p>Reporting / Evaluation</p> <ul style="list-style-type: none">• Comply with all relevant reporting requirements• Maintain up to date records, in accordance with portfolios / key responsibilities.• Contribute to data collection and program / activity review processes <p>Team Work and Communication</p> <ul style="list-style-type: none">• Work as part of a team in a constructive and harmonious manner• Attend staff meetings, planning days and other meetings as requested• Contribute skills and knowledge to the organisation as appropriate• Represent the Organisation professionally, through appropriate

	<p>networks, and to other Organisations and the community</p> <p>Health and Wellbeing</p> <ul style="list-style-type: none"> • Take reasonable care of your own mental health and wellbeing, including physical health • Take reasonable care that your actions do not adversely affect the mental health and safety of others in the workplace, including physical health • Educate yourself about mental health • Support initiatives aimed at improving mental health in the workplace <p>Occupational Health and Safety</p> <ul style="list-style-type: none"> • The Organisation is committed to ensuring as far as practicable a safe working environment as outlined under OHS-POL-401 (Occupational Health and Safety) • All employees are expected to take reasonable care of your own health and that of others • Observe all safe working practices are followed by reporting hazards or incidents immediately to your Line Manager. <p>Quality</p> <ul style="list-style-type: none"> • Comply with the Quality Management System. • Actively participate in continuous improvement. <p>Compliance</p> <ul style="list-style-type: none"> • Comply with all contractual, statutory and organisational obligations, deliverables and / or performance indicators as relevant to your portfolios / key responsibilities. <p>Other:</p> <ul style="list-style-type: none"> • Undertake any other duties as reasonably directed by your Manager or CEO
Superannuation	Prevailing statutory rate on top of salary.
Salary Packaging	GP down south is classified as a Health Promotion Charity by the Australian Taxation Office. Fringe Benefits Tax (FBT) exempt salary packaging is available to GP down south staff to a maximum of the threshold cap for the current FBT year.
Employment Framework	GP Down South Ltd Enterprise Agreement 2015.

SELECTION CRITERIA

Essential

1. A minimum of 12 months working in a reception/administration position.
2. Knowledge using clinical software systems.
3. Proficient skills and experience using Microsoft Office Suite and Outlook.
4. Demonstrated high attention to detail and ability to prioritise and manage time efficiently.
5. Proven verbal and written communication skills with people from diverse backgrounds.
6. Ability to work independently and as part of a small team.
7. An interest and passion for working with youth in the Peel region.
8. A current Western Australian Drivers Licence.

Desirable

1. Flexibility around work hours
2. Experience using Best Practice clinical software system

Pre-requisites

As part of the condition of employment you are required to advise if you hold any of the following:

1. A National Police Clearance
2. A Working with Children Card.