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| **Position Title** | Receptionist, CliniKids | **Level** | A |
| **Reports to (role)** | CliniKids Manager | | |
| **Team** | CliniKids | | |
| **Location** | 100 Roberts Rd Subiaco | | |

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| **PURPOSE OF POSITION**  *Provide a brief description of the general nature of the position; an overview of why the job exists; and what the job is to accomplish.* |
| CliniKids is a new clinical service operating within Telethon Kids Institute providing intervention and diagnostic services for young children with developmental delays and/or autism spectrum disorder, and their families. The multidisciplinary team at CliniKids works closely with the world-leading Autism Research Team at Telethon Kids Institute led by Professor Andrew Whitehouse.  The successful applicant will effectively manage CliniKids’ client reception, ensuring the clinic focus is customer service orientated, while maintaining Telethon Kids and CliniKids Guidelines, Policies & Procedures and Customer Service Standards.  As the first point of contact for visitors, the Receptionist role is important to the perceived image of the institute by the general public. The receptionist role serves to welcome, screen and direct people visiting and / or telephoning the Institute; notify staff of visitor arrivals and any deliveries and maintain the Institute’s security processes.  The role will also liaise with families seeking services at CliniKids and/or participating in a range of research studies. The role requires compassion, excellent interpersonal skills, a high level of attention to detail, the ability to work under pressure, strong customer service skills and excellent time management. |

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| **KEY RESPONSIBILITIES**  *A maximum of 5 primary responsibilities for the position*  *List in order of importance*  *Workplace Safety is mandatory for all Job Descriptions* |

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| **Key Responsibilities** | **Tasks required to achieve Key Responsibilities** | **Measures** |
| **Reception Duties** | * Welcomes and announces visitors to appropriate staff * Manages and attends to all client queries in a timely and efficient manner. * Manages CliniKids client and visitor carpark and boom-gate * Responds to phone enquiries and directs calls as necessary * Manages ingoing and outgoing mail * Receives and dispatches deliveries * Assists clinic staff as necessary * Manages clients in waiting room * Keeps reception area neat and tidy; packs away toys as necessary | * Client and staff feedback * Efficiencies in reception processes |
| **CliniKids Administration** | * Effectively manages electronic calendar & client appointments, ensuring that the staff member’s time is efficiently used. * Manages calendar and ensures correct booking of clinic and meeting rooms * Scheduling and re-scheduling of clients * Appointment confirmations and accurate recording of attendance * Accurate billing of clients and processing payments using the Practice Management System and EFTPOS terminal * Following End of Day banking procedures and making bank deposits as necessary * Maintains and updates databases as necessary * Assists Family Coordinators as required | * Efficient and timely calendar management * Accurate and efficient processes * Client and staff feedback |
| **Autism Team & Institute Engagement** | * Participate in forums and activities of the Autism team * Support for Autism team research initiatives * Participate in Institute forums and events | * Autism team feedback * Institute feedback * Research project participation |
| **Other duties** | * Other duties as requested by the Management team consistent with skills, time and capacity | * As directed |
| **Workplace**  **Safety** | * Take reasonable care for your own safety and health and avoid harming the safety and health of others through any act or omission at work. * Identify and assess workplace hazards and apply hazard controls. * Report every workplace injury, illness or near miss, no matter how insignificant they seem. * Abide by Telethon Kids Institute policies and procedures. | * Responsibilities are embedded in work practices. * Hazards are effectively   managed or reported.   * Accidents and incidents are reported in a timely manner. * All applicable safety policies and procedures are sought, understood and implemented. |

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| **ESSENTIAL CRITERIA** |

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| **Qualifications:**  *(what are the minimum educational, technical or*  *professional qualifications required to perform the role)* | Qualification/s or experience in reception work in a medical or allied health setting. |
| **Essential Skills, Knowledge & Experience:** | * High-level of verbal and written communication skills, including face-to-face, telephone, email and letters * Exceptional level of customer care, administration and organizational skills * Ability to work effectively as part of a broad, multidisciplinary team * Experience working with individuals with a disability and/or their family members * Skilled in electronic database management and Microsoft * Demonstrated ability to work independently and set priorities * Demonstrated ability to manage large and varied workload and maintain motivation under pressure * Experience working with individuals with a disability and/or their family members * ‘National Police Clearance’ and ‘Working with Children Check’ prior to commencement will be mandatory (not necessary to obtain at the time of job application) |

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| **DIRECT REPORTS**  *List by job title any positions to be supervised by this role* | CliniKids Manager |

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| **Approved by:** | *Signature of the person with the authority to approve the job description and job title* | Gemma Upson |
| **Date approved:** | *Date upon which the job*  *description was approved* | **18/02/2019** |
| **Reviewed by P&C:** | *Date when the job description was last reviewed by People & Culture* |  |

