

Medical Receptionist

Application Package



Duration Contract to June 30, 2023, with extensions dependent on funding.

Annual remuneration \$61,503.78 (Level 1.1).

Location Brisbane

Hours Full time, 38 hours per week.

Contact Julie Fresta, Clinic Coordinator
Ph: 07 3017 1777
E: jfresta@qc.org.au

Your opportunity

The Queensland Council for LGBTI Health and our General Practice clinic, QCGP+ understands that Lesbian, Gay, Bisexual, Transgender, Intersex, Sistergirl and Brotherboy populations are exposed to barriers such as stigma, discrimination and isolation which can prevent regular sexual health testing and accessing other health services.

With this role you have the opportunity to join QCGP+ as an integral member of our team and contribute to better outcomes for our Lesbian, Gay, Bisexual, Trans, Intersex, Sistergirl and Brotherboy communities in Queensland through coordination of our front of house clinical work and support to the Clinic Coordinator and clinical team, support positive clinic processes, and contribute to our transition into an inclusive chosen families General Practice.

QC goals and vision

Principles Underlying

In carrying out our work, we hold centrally Our Way of Working which ultimately recognises that every human being, regardless of race, religion, age, gender, sexuality, or other individual uniqueness has the right to maximise their potential, providing that it does not take away from the rights and wellbeing of others.

Through our collaborative actions, we strive to drive change within system and services and empower communities and individuals to improve social, emotional and physical wellbeing. The principles that inform our way of working are informed by our purpose as an organisation that holds a host of multidisciplinary teams and the ways in which we provide services and supports to our communities in Queensland.

We commit to working in Partnership to ensure that we collaborate with our communities to drive the changes we want to achieve for Queenslanders. We commit to provide services and support that deal equitably with all of our communities, and acting to recognise and support those who face additional barriers which increase their exclusion from society, services and systems.

We commit to creating Safety through Inclusion as an intentional planning principle in all that we do. Safety means that we drive ourselves and each other to create spaces where Social Inclusion is achieved, meaning that every individual has the ability to play an active role in their communities and can rightly expect to achieve full social, educational and economic participation. An inclusive world is based on the fundamental values of equity, equality, social justice, and human rights and freedoms, as well as on the principle of embracing diversity.

Values Underpinning

Finally, the foundations underpinning all of our work are our values:

Transparency: We share a passionate commitment to integrity, authenticity and transparency through ethical and purposeful ways of working.

Innovation: We facilitate change through innovation and leadership, always questioning and testing the way we work.

Respect: We value our communities and people's individuality and self-determination by honouring them as experts in their own lives. We acknowledge our positions of power or privilege when working within our communities and will elevate their voices whenever and wherever we can.

Collaboration: We practise with compassion to develop connections that enrich our work and our relationships with each other and the communities that we serve.

About Us: Queensland Council for LGBTI Health

The Queensland Council for LGBTI Health (formerly Queensland AIDS Council) is a Queensland statewide non-profit, communities based health promotion charity focused on providing quality services that enhance the health and wellbeing of Lesbian, Gay, Bisexual, Transgender, Intersex, Sistergirl and Brotherboy people and communities in Queensland.

Formed in 1984, the organisation has over three decades experience working with our communities to deliver health services and health promotion that are peer led and community based.

We receive funding from the State and Commonwealth Governments for some of our work, generate our own income and also rely on the contribution of volunteers, donors and other supporters from LGBTI Sistergirl and Brotherboy people and wider communities to deliver our other services.

Equal Employment Opportunity

The Queensland Council for LGBTI Health (formerly Queensland AIDS Council) promotes Equal Employment Opportunity. All selection is based on proven experience, qualifications and/or training and the person's potential to undertake the responsibilities of the position most efficiently and we will not discriminate against applicants on any grounds not relevant in determining the best person for the position.

Your team – Individuals Team

- **Contribution:** Our Individuals Services Team is the cornerstone of all our client facing services. It is a multi-disciplinary team of physiological, mental health, and support practitioners. Its role is vital in QC providing high quality, judgment free health and well-being services to our communities.
- **Key strategies:** We offer easy access to clinicians for a full sexual health screen and other services and we value non-judgmental communication between client and doctor to achieve the best possible outcomes for Lesbian, Gay, Bisexual, Transgender, Intersex, Sistergirl and Brotherboy people, supported by strong clinical processes to ensure we can continue to offer safe, effective and RACGP Accredited services.

Your contribution

- Contributing to our clinical environment through welcoming patients and visitors and ensuring their smooth flow in the practice, and coordinating confidential correspondence, other communications, enquiries and appointments, maintaining physical environments for patient comfort, maintain accurate and confidential clinical records, managing stock and inventories, maintain client accounts and processing Medicare billing in an accurate and timely manner, and communicate effectively with clients, visitors, practitioners,

management, and other support staff to ensure the smooth running of the clinic, along with other duties as required.

What we are looking for

QC is looking for team members who have a demonstrated track record in support to a diverse and multidisciplinary organisation and who are able to be a welcome first point of contact to our many diverse community members and partner organisations, key stakeholders and paid and unpaid workforce members.

- Understanding of the importance of strictly maintaining patient and Practice confidentiality.
- Proven experience in managing reception duties in a timely and professional manner including minimising waiting times, directing visitors clearly and accurately, answering telephone calls within an appropriate time and redirecting calls or messages.
- Ability to liaise closely with patients, clinical staff and referring practitioners involved with the patient care and managing follow up appointments, including liaising effectively with other staff at the start and end of working days to maintain workflow and effective clinic functioning.
- Proven ability to maintain a high level of client-practitioner satisfaction, as measured in response to feedback.
- Ability to convey a caring, judgment free attitude by empathising with and supporting patients by anticipating and easing patients' anxieties, answering patients' questions and promptly attending to distressed patients and emergencies as appropriate to the role.
- Proven track record of cooperative relationships with team members and communicating effectively with clients, visitors, practitioners, management, and other staff to ensure the smooth running of the clinic, to avoid or resolve challenges and difficulties, ensure the exchange of important information, and positively contribute to team problem solving to resolve challenges.

Conditions and benefits of the role

Salary Packaging

Like most charitable organisations, The Queensland Council for LGBTI Health is willing to pay a percentage of the salary as expense fringe benefits – i.e. reimbursements to employees for their own expenses such as private telephone costs, rent or mortgage payments, personal loan repayments, etc. These non-cash benefits are not subject to income tax. The Federal Government imposes a net cap of \$15,900 pa on expense fringe benefits, above which the range of allowable expenses is restricted.

Reporting Relationships

Supervisor: Clinic Coordinator

External Cultural Supervision is available to the successful candidate

Working from Home

QC staff are currently working a mixture of home based and office based hours. Depending on circumstances, recruitment may occur entirely or in part online and the successful applicant may be expected to work remotely as circumstances require.

Applying for this role

All applications must be received by **8pm Sunday 8th May 2022**. No late applications will be accepted.

The Selection Process

The selection process will be conducted with the support of a selection panel who will be responsible for processes which may include considering applications, short listing, conducting selection techniques applicable to the selection criteria, and referee checks.

The selection process includes:

- Acknowledgement of all applications received for the advertised position.
- Consideration of all applications against the selection criteria for the position.
- Short-listing of applications that demonstrate sufficient merit to warrant further consideration.
- Further selection techniques will be conducted with short-listed applicants. The selection techniques will include online interviews and may include work samples.
- Referee checks for candidates rated highest by the selection panel.
- Recommendation for appointment made and confirmed.
- Advice to unsuccessful applicants and feedback to applicants upon request.

Your Application

For your application to be considered you need include the following:

- 1.** A COVER LETTER that describes your knowledge, skills, experience and qualifications relevant to each of the following sections: **Your team – Individuals Team; Your contribution; What we are looking for.** Please remember to keep this brief (maximum two pages).
- 2.** A CURRICULUM VITAE (OR RÉSUMÉ) that provides a summary of your work experience and professional education and training. Include where you have worked, positions you held, period of employment and brief details of duties and responsibilities.
- 3.** A RESPONSE TO THE KEY SELECTION CRITERIA outlining your experience, skills and knowledge that relate to this position. Please keep this brief (maximum of two pages).
- 4.** REFEREE CONTACT DETAILS - the names, positions and telephone contact numbers for at least three work-related referees. These should be people who can comment on your ability to perform the role for which you are applying. It is best to include recent supervisors. While it is not compulsory to provide current/most recent employer referees at this stage, final appointments will not be confirmed until a referee report has been obtained from your current or most recent employer.

Submitting an Application

Please forward applications to Julie Fresta via email at jfresta@qc.org.au or via post to PO Box 1372, Eagle Farm DC Qld 4009.

All applications must be received by **8pm Sunday 8th May 2022**. No late applications will be accepted.

Applications will not be considered unless the Selection Criteria has been clearly and fully addressed.

Further Details

For further information or questions about the position, please contact Julie Fresta on 07 3017 1777 or jfresta@qc.org.au.

Selection Criteria

The Queensland Council for LGBTI Health promotes Equal Employment Opportunity. All selection is based on proven experience, qualifications and/or training and the person's potential to undertake the responsibilities of the position most efficiently. We will not discriminate against applicants on any grounds not relevant in determining the best person for the position.

The selection criteria describes the knowledge, abilities, lived experience and qualifications required for the advertised position. This is the set of qualities of the ideal appointee to the position. Most often, the successful applicant is someone who rates high in at least half of the selection criteria and does not rate low in any selection criterion. The key selection criteria are ranked by percentage. Percentages indicate the importance of the criteria.

We also utilise the Rainbow Tick Principles and Practice Standards to guide our work, and use this Framework to

facilitate Lesbian, Gay, Bisexual, Trans, Intersex, Sistergirl and Brotherboy inclusion and continuous innovation and quality improvement amongst staff and other parts of the organisation. Demonstrating inclusion and meeting the Practice Standards in their own work is a key deliverable for all staff roles.

The Queensland Council for LGBTI Health is also committed to walking alongside Aboriginal and Torres Strait Islander peoples to build stronger relationships, cultural autonomy, understanding and recognition of the history, cultures and diversity that make up Australian First Nations peoples.

Weighting	Key Selection Criteria
25%	Proven experience in medical administrative settings including reception duties, the management of stock, maintaining client accounts and processing Medicare billing in an accurate and timely manner.
15%	Demonstrated time management skills including the ability to appropriately prioritise a range of tasks, in order to minimise waiting times, direct visitors clearly and accurately, answer telephone calls within an appropriate time and redirect calls or messages.
15%	High level written and verbal communication skills, with an emphasis on accuracy and attention to detail, communicating effectively with clients, visitors, practitioners, management, and other staff to ensure the smooth running of the clinic, to avoid or resolve challenges and difficulties, ensure the exchange of important information, and positively contribute to team problem solving to resolve challenges.
25%	An understanding of and commitment to the role of peers in the delivery of services to our communities and to the values and principles of the organisation, and demonstrated understanding of the importance of strictly maintaining patient and Practice confidentiality.
10%	Demonstrated ability to work in a team environment in support of a range of roles.
10%	Ability to work well under pressure to support the smooth running of the clinic and maintain a high level of client-practitioner satisfaction, as measured in response to feedback.
Desirable	Previous use of medical practice software such as Best Practice, knowledge and experience of the Australian Medicare based billing system, and experience in an accredited General Practice setting.

Other Requirements

- Work outside normal business hours may be required.
- Current Drivers Licence.
- Inter/Intra state travel may be required.
- Eligibility for a Blue Card from the Commission for Children and Young People and Child Guardian and successful Police Check.