

Reception and Medical Administration Officer

Ungooroo Aboriginal Corporation is looking for a Reception and Medical Administrative Officer to join our GP Services clinical team to provide reception and administrative support. This is a full-time role.

Although this is a non-identified role, we strongly encourage Aboriginal people to apply.

Role Responsibilities - Reception

- Greet patients and visitors to Ungooroo in a professional and friendly manner.
- Demonstrate a warm and friendly approach to patient care.
- Ensure all follow-up inboxes/test results/recall reports are checked and actioned daily.
- Answer the telephone promptly and politely.
- Enter and update patient registrations and patient notes in computer programs.
- Respond to referring doctors, hospital staff, pharmacists courteously and helpfully.
- Deal with emergencies when necessary, following set procedures.
- Make the appropriate appointments with doctors for prescription requests.
- Exercise confidentiality in regard to patient care and all aspects of the practice.
- Assist Medical and Allied Health staff by making phone calls, photocopying etc as requested.

About the Role - Administration

- Open and distribute incoming mail, prepare and record outgoing mail daily.
- Maintain patient information and records.
- Support CEO and other staff teams as required.
- Balance daily receipts and Petty Cash.
- Assist Practice Manager and clinical team to identify gaps in care, billing, screening and call overdue patients to encourage attendance at the practice.
- Check all Medicare billings are correct daily.

Essential Qualifications & Experience

- Minimum one year's experience in medical receptionist/administrative role or equivalent.
- Knowledge of Best Practice, PenCAT and PRODA software.
- Knowledge of MS Word, Excel and Outlook.
- CPR/Triage training and/or experience.
- Experience with specific social groups serviced by the practice.

Personal Attributes

- Demonstrated patient-focused approach with genuine empathy and interest in patient needs.
- Excellent interpersonal and communication skills.
- Be professional, well-presented and friendly.
- Represent Ungooroo in a positive manner at all times.
- Work cooperatively and independently.
- Strong time-management, multi-tasking and organisational skills with attention to detail.
- Work with integrity and honesty.
- Demonstrated eagerness to learn.

How to Apply

Please email your cover letter addressing the criteria and CV with relevant experience to **hr@ungooroo.com.au** or give us a call on **6571 5111**.

Find out more

www.ungooroo.com.au