



VICTORIAN ABORIGINAL HEALTH SERVICE

Position Title: Medical Receptionist
Location: Fitzroy
Employment Status: Full Time/Part time/Casual
Reports To: Fitzroy Practice Manager

About the Organisation

The Victorian Aboriginal Health Service (VAHS) was established in 1973 to address the specific medical needs of Victorian indigenous communities. The organisation has expanded steadily over past 40 years to provide a comprehensive range of medical, dental and social services for our community.

As well as providing a variety of medical services, VAHS is committed to supporting the well-being of the community through contributions to community events and activities. VAHS is also committed to assisting research into the ongoing needs of the community.

VAHS is a child safe organisation.

About the Opportunity

The Medical Receptionist is responsible for provision of a high standard of customer service, effective and efficient administration of client appointments, client data and client claims processing; plus, the provision of general administrative support to the Clinic Team. The position will actively contribute to the achievement of the Clinics business objectives, including increased practice patient numbers, attendance rates and billings.

Key Selection Criteria

To be considered for this role you must have the following;

- An Understanding of and Commitment to the Aboriginal community
- Knowledge of MMEx, electronic medical billing & appointment system
- Understanding (or ability to rapidly acquire knowledge and understanding of) the Australian Medicare Benefit Schedule (MBS) and the Medicare system
- Ability to manage patient enquires & deliver outcomes
- Provide professional management of customer relationships on the phone and in person with the understanding of the importance of client confidentiality
- An ability to communicate, engage effectively and work within a multi-disciplinary team
- Possess a high level of organizational and administrative skills with a high attention to detail
- Possess a warm and friendly personality, be able to work with minimal supervision & have the ability to remain calm and polite in stressful situations
- Display initiative, able to multitask, meet targets and able to prioritise under pressure
- Intermediate computer and word processing skills that demonstrate your experience in using MS Office package (Word, Excel, Outlook) skills preferred

Qualifications, Licenses and Registrations

- Current Working With Children check
- Current National Police check

How to Apply

Applications can be submitted to: Employment@vahs.org.au before Thursday 5pm, 9 September 2021.

Request for position description can be made via employment@vahs.org.au.

This position is not available to persons not of Aboriginal and/or Torres Strait Islander descent. (Permitted under the Victorian Equal Opportunity Act 2010 s12 "A person may take a special measure for the purpose of promoting or realizing substantive equality for members of a group with a particular attribute")