



**Swan Hill**  
District Health



**Inclusive**

**Compassionate**

**Progressive**

**Accountable**

## Medical Imaging Receptionist

*Permanent part Time (0.4 EFT)  
(Maternity Leave Position)*

Swan Hill District Health Radiology is seeking both a Medical Imaging Receptionist and Medical Typist to join our highly committed, professional and enthusiastic Radiology team. Our medical imaging department contains a range of modern equipment allowing us to offer high quality service to the public. We offer the opportunity to work in a friendly and dynamic environment.

The hours are 8:24am – 5:00pm Tuesday and Wednesday, with the ability to relieve additional days when required.

### **Duties Include:**

- Processing of patients/consumers who present to the Radiology Department in a timely manner.
- Scheduling of appointments, along with providing examination preparation details
- Reconciliation, receipting and banking of Radiology accounts and other proceeds.
- Prepare and/or process documentation related to accounts payable and/or receivable
- General reception duties including answering phones, data entry, maintaining medical records and Medicare Coding
- Prioritising of workload to facilitate efficient operation of the department

### **Key Selection Criteria**

- Demonstrated skills in customer service
- Excellent interpersonal, communication and telephone skills
- Sharp attention to detail and the ability to remain calm under pressure
- The ability and willingness to learn new and evolving systems and procedures.
- Someone dedicated to working in a cohesive team environment.
- Basic computer skills.

### **Desired Criteria**

Previous experience in medical administration and audio transcription is highly regarded, however, not essential.

For enquiries please contact Kate Irons, Chief Radiographer, E: [kirons@shdh.org.au](mailto:kirons@shdh.org.au) or P: 5033 9284

Applications including the names of three referee should be forwarded to People and Culture, Swan Hill District Health, PO Box 483, Swan Hill 3585, Victoria or Email: [employment@shdh.org.au](mailto:employment@shdh.org.au)

Applications will only be accepted if they address the Key Selection Criteria and include an APPLICATION FOR EMPLOYMENT FORM. Email applications are preferred.

**Applications close at COB 4<sup>th</sup> December 2020**



### Position Description

<b>Position:</b>	Radiology Services Medical Receptionist / Medical Typist / Admin Support
<b>Classification:</b>	HS1
<b>Department:</b>	Medical Services
<b>Reports to:</b>	Medical Services Manager
<b>Position Summary:</b>	<p>Radiology Administrative Support will provide high level administrative support and consumer service enabling the delivery of a quality medical imaging service to the community and clinicians.</p> <p>The role of this position is to provide timely and accurate delivery of the medical imaging service to referrers and patients that relates to the scheduling of examination appointments, examination preparation, reconciliation, receipting and banking of Radiology accounts and other general reception duties and enquiries.</p> <p>Importantly the role provides administrative support to the Radiology clinicians to facilitate the efficient operation of the department and is a point of contact for most Hospital and external consumer enquiries requiring excellent public relation skills</p>
<b>Responsibilities:</b>	<p><b>Key Responsibilities:</b></p> <ul style="list-style-type: none"><li>• <b>Customer Service</b> – ensuring excellence in the delivery of customer service to all consumers, staff and visiting medical staff;</li><li>• <b>Stakeholder Liaison</b> - appropriately liaising with key stakeholders to ensure excellent public relations are maintained.</li><li>• <b>Examination Scheduling</b> – accurate scheduling of examinations for patients, along with correct examination preparation facilitating efficiency in the clinicians daily workload</li><li>• <b>Accounts Management</b> – accurate and efficient processing of patients accounts payable and/or receivable.</li><li>• <b>Maintenance of Medical Records</b> – maintaining correct and accurate patient records to ensure best practice.</li><li>• <b>Provision Medical Audio Typing</b> – timely and accurate delivery of medical imaging reports for referring practitioners</li><li>• <b>Support Radiology Administration Leader</b> – Under the direction and discretion of the Administration Leader, complete requested tasks in a timely and efficient manner</li></ul> <p>This position reports initially to the Radiology Administration Services Leader, then to Medical Imaging Services Manager. The position requires staff to have the skills and knowledge to support the Radiology Administration Services Leader and undertake higher level tasks as requested with the opportunity to fulfil higher duties if and when it is deemed appropriate.</p> <ul style="list-style-type: none"><li>• Day to day processing of patient accounts and receipting patient payments whilst effectively liaising with the accounts team when required</li></ul>

	<ul style="list-style-type: none"> <li>• Participating in front reception activities, including answering the telephone, filing, word processing, data entry, medical audio typing, patient bookings and patient service facilitation.</li> <li>• Plan and coordinate the required resources to ensure effective patient flow through the department.</li> <li>• Contribute to the delivery of quality care and service to meet customer and clinician expectations and SHDH's expectations.</li> <li>• Form effective relationships with not only departmental staff, but other SHDH staff to improve service delivery.</li> <li>• Role model and actively promote a culture of high quality patient care.</li> <li>• Establish and maintain relationships with key stakeholders, internal and external, including VMO's and maintain effective communications channels with these key stakeholders.</li> <li>• Comply with and promote safe work practices in line with SHDH Policies and Protocols.</li> <li>• Ensure patient care and service is delivered in accordance with legislative requirements, industry codes of practice and hospital policies and procedures as supported by the Radiology Administration Support Leader and Medical Imaging Manager.</li> <li>• Commit to quality improvement by participating in and rewarding efforts to improve performance using the principals of quality improvement.</li> </ul>
<b>Key Selection Criteria:</b>	<p><i>Essential:</i></p> <ul style="list-style-type: none"> <li>• Demonstrated skills in customer service</li> <li>• Excellent interpersonal, communication and telephone skills</li> <li>• Sharp attention to detail and the ability to remain calm under pressure</li> <li>• The ability and willingness to learn new and evolving systems and procedures.</li> <li>• Someone dedicated to working in a cohesive team environment.</li> <li>• Basic computer skills.</li> </ul> <p><i>Desirable:</i></p> <ul style="list-style-type: none"> <li>• Previous experience in medical administration, particularly a Radiology environment</li> <li>• Previous experience in medical administration and audio transcription is highly regarded, however, not essential.</li> <li>• Familiarity with software Comrad or similar RIS.</li> </ul>
<b>Salary/Award:</b>	Health and Allied Services, Managers and Administration Officers Agreement (2016 – 2020)
<b>Infection Control:</b>	<ul style="list-style-type: none"> <li>• Each staff member has a responsibility to minimize exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.</li> <li>• The risk minimization strategies are to be supported by all staff adhering to the Infection Control Manual policies, procedures and guidelines.</li> </ul>
<b>Continuous Quality Improvement:</b>	<ul style="list-style-type: none"> <li>• Each staff member is expected to demonstrate a commitment to best practice.</li> <li>• All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care.</li> <li>• All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards.</li> </ul>

	<ul style="list-style-type: none"> <li>• It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies &amp; Protocols.</li> <li>• We recognise diversity is part of every person &amp; as such providers of health care must be actively involved in developing models of care that are person centered.</li> </ul>
<b>Person Centered Care:</b>	The Health Service supports in its values the philosophy of Person Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.
<b>Our Purpose:</b>	<b>Connected Care / Best Experience</b> SHDH commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the best care experience.
<b>Privacy and Confidentiality:</b>	SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection. Each employee has a responsibility to adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.
<b>Mandatory Training:</b>	All employees must be aware of and complete designated mandatory training within the required time frame.
<b>Safety:</b>	<b>RESPONSIBILITIES: It is the responsibility of every staff member to:</b> <ul style="list-style-type: none"> <li>• Take reasonable care for your safety and the safety of others while at work.</li> <li>• Report accidents, incidents and potential hazards as soon as reasonably practicable to your supervisor and record on VHIMS reporting system.</li> <li>• Advise your supervisor if you have an injury or illness that may affect your ability to perform the inherent requirements of your position.</li> <li>• Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual.</li> <li>• Complete all Mandatory training requirements as identified and directed.</li> <li>• Comply with the Occupational Health and Safety Act and all SHDH O.H. &amp; S. online Policies and Procedures.</li> </ul>
<b>Asset Management:</b>	Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.
<b>Review:</b>	Completion of My Work Plan on a yearly basis.
<b>Previous Revision dates:</b>	May 2011, February 2019
<b>Current:</b>	Nov 11
<b>Managers Name:</b>	Kate Irons



## Police and Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment.

If you have a current Police Check and/or Working with Children Check, please show the check identifying numbers and the date of issue: \_\_\_\_\_

Upon engagement, you will be required to provide the necessary information to complete a Check. Please note that it is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

## Pre-existing Health and Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

**Disclosure advice: - (to be completed by the applicant)**

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I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

**Signature of applicant:** \_\_\_\_\_ **Date:** ...../...../.....

**NOTE: If providing this form electronically, you accept that the information is true and correct by the action of submitting the form. You will be requested to sign the printed version at your interview if you are selected.**

**Enquiries:**

Email address: [employment@shdh.org.au](mailto:employment@shdh.org.au)

Phone: 03 50339315

Postal Address: PO Box 483 SWAN HILL VIC 3585