

POSITION DESCRIPTION

POSITION IDENTIFICATION

Faculty:	Faculty Medicine, Dentistry & Health Sciences
School/Admin Department:	Dentistry
Centre:	Oral Health Centre of WA
Section:	Reception
Position Number:	305570, 305575 305579, 308911, 308912, 308913, 309584, 309661, 309662 307560
Position Title:	Receptionist
Position Classification:	Level 3
Supervisor Title:	Manager, Patient Services
Supervisor Position Number:	303343

ROLE STATEMENT

As the appointee you will provide Dental reception duties and under general direction perform varied duties to support the reception at the Oral Health Centre

KEY RESPONSIBILITIES

- Ensure smooth running of the Reception at the Oral Health Centre by maintaining medical records and files, organising the appointment schedule for student and specialist clinics, answering telephone enquiries, liaising with clinical staff when necessary.
 - Maintain database by registering patients into the Patient Management System.
 - Assess patient eligibility according to OHCWA policies and guidelines
 - Generate correspondence relating to patient activity and clinic matters including appointments and account reminders, and correspondence for supervising clinicians as required.
 - Maintain waiting list and remove patients from the waiting list as directed
 - Take responsibility for the Centre's banking and the management of petty cash float
 - Prepare documentation and reconcile cash/cheques/EFTPOS payments
 - Maintain patient dental records system and associated indexes.
 - Organise maintenance of office equipment and stationery supplies
- Other duties as directed

All staff are expected to demonstrate a commitment to Equity & Diversity and Safety principles

Details of the University policies on Equity and Diversity can be accessed at <http://www.equity.uwa.edu.au> or by telephoning 6488 2252. Details of the University policies on Occupational Safety and Health can be accessed at <http://www.safety.uwa.edu.au/policies> or by telephoning 6488 3938.

THE UNIVERSITY OF WESTERN AUSTRALIA

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SPECIFIC WORK CAPABILITIES (SELECTION CRITERIA): (Minimum requirements fundamental and indispensable to the duties, e.g. Certificate of Secondary Education).

Year 12 or equivalent competency
Well developed verbal and written communication skills
Experience in dental/medical reception.
Well developed interpersonal skill.
Ability to process financial payments and good numeracy skills.
Demonstrated computer competency, including the capacity to maintain electronic patient records and clinical-related correspondence.
Demonstrated commitment to awareness of cross-culture issues.
The completion of or progress towards a dental/medical receptionist qualification.

Positions directly supervised: nil	Number of positions for which responsible: nil
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POSITION APPROVALS

Signature _____
(Supervisor)

Signature _____
(Head of School/Admin Department)

DATE _____

DATE _____

When the above signatures have been obtained email this document as a RTF attachment to the Classifications Officer, Human Resources for assessment.