



Victorian AIDS Council/Gay Men's Health Centre

VAC Reg. No. A 3609 GMHC Reg No. A0010550F

INFORMATION FOR APPLICANTS

Thank you for your interest in working at the VAC/GMHC. Please read the attached Position Description and this letter carefully as they outline what we require from you when applying for a job at VAC/GMHC.

The Selection Process

The Position Description sets out the duties of the position and further stipulates the **selection criteria** which you **must** address in your application, and which will be used to make the final selection decision in recruiting the right person for the job.

VAC/GMHC requires more than a cover letter and a resume in a job application. In addition we require applicants to complete a document that describes how they meet the **selection criteria** for the position. The selection criteria sets out the qualifications, knowledge, skills, qualities and experience we need for a job to be performed effectively. A written description demonstrating how you meet each selection criteria (using examples to support your claims against each of these) assists us to short list those people who will be interviewed. Applicants who do not address the Selection Criteria will not be considered for an interview.

Your application should be marked "Confidential" and sent to arrive at the address below by no later than **5.00pm, 15 March 2010**.

**Fiona Tunley,
Strategic Development and Allied Services,
VAC/GMHC, 6 Claremont St,
South Yarra 3141**

Applicants who are selected for interview will be contacted by telephone and all applicants will be advised in writing at the conclusion of the selection process.

About the Organisation

The Victorian AIDS Council was formed in 1983 as the central part of the Victorian gay community's response to HIV/AIDS. In 1986 the Gay Men's Health Centre was formed to address the broader health needs of the gay community. Together, the Victorian AIDS Council and Gay Men's Health Centre work to respond to the continuing challenges of the HIV/AIDS epidemic and, increasingly, the gay community's broader health concerns.

Our core work aims to preserve the independence, dignity and health of people living with HIV/AIDS and to reduce the transmission of HIV. We are committed to social justice and social change.

Since our inception, we have been a strategic partner of government, hospitals and other service providers. Our effectiveness and inspiration come from the hard work and dedication of our volunteers and paid staff, who are men and women of many backgrounds, and from the ongoing support of the communities we serve.

Currently VAC/GMHC employs 45 staff and has an annual operating revenue of \$5,349,765.

Last year's Annual Report will provide you with additional information about the organisation and its work. If you would like to view a copy of this document it can be downloaded from our website at www.vicaids.asn.au

Again, thank you for your interest in working at the Victorian AIDS Council.



Victorian AIDS Council Gay Men's Health Centre

including the Positive Living Centre

VAC Reg. No. A 3609 GMHC Reg No. A0010550F
VAC ABN 52 907 644 835 GMHC ABN 87 652 472 253

POSITION DESCRIPTION

POSITION TITLE: Medical Receptionist / Medical Records Clerk

PROGRAM: The Centre Clinics

POSITION STATUS: Casual part-time

REPORTING TO: Clinical Director and Practice Administrator

1. PRIMARY OBJECTIVES

- (i) The Medical receptionist is responsible for the reception of clients to The Centre Clinics, in person and by telephone, and the completion of clerical work associated with client visits, including scheduling appointments.
- (ii) The position works with a team of doctors and peers and involves providing clerical and administrative support to the clinic team.
- (iii) The Medical receptionist is required to work with the medical, clinical and administrative computer systems and to use them efficiently and effectively on a daily basis.
- (iv) The medical receptionist performs a large number of miscellaneous tasks under the direction of the practice administrator.

2. ORGANISATIONAL ENVIRONMENT

The Victorian AIDS Council/Gay Men's Health Centre (VAC/GMHC) grew out of and works closely with the GLBT communities of Victoria. It is constituted by two legally distinct incorporated associations - the Victorian AIDS Council and the Gay Men's Health Centre - which have substantially shared memberships and work together under the co-governance of a single Board of Directors (the Board), whose members are elected by the membership of each of the two organisations. The Board sets the strategic directions and policy parameters of the organisation, and approves the plans for its business and activities.

VAC/GMHC aims to improve the health and social and emotional well-being of Victorian communities, with a particular emphasis in bringing the HIV epidemic to an end. To achieve this aim, VAC/GMHC:

- Provides health care and support services to the HIV positive, GLBT and broader community.
- Builds the capacity of HIV vulnerable/at risk communities through preventative health strategies
- Advocates for social justice for the GLBT communities and improving their experience of the health service system.

The Centre Clinics are a key aspect of VAC/GMHC care and support services operating in St Kilda and Northcote.

3. THE ROLE OF MEDICAL RECEPTIONIST

The clinics are intended to be friendly, safe and welcoming environments for community members and clients. The medical receptionist is an important person for maintaining this milieu. Confidentiality and professionalism are the cornerstones of our operation. These are small communities and some individuals may feel that identification as being a client of a particular service may identify them as being a member of a particular community or of being of a certain HIV status. It is vital that our clients feel empowered by their contact with the clinics and part of this is that they have total ownership and control of issues of disclosure of information relating to them. Central to this is the knowledge that information gained from handling of medical records, through conversations with clients and even about client's very attendance at the clinics is kept strictly confidential.

The Centre Clinic has user-friendly computer-based appointment, billing, and clinical systems in addition to common office computer applications. Although adequate support and training will be available, the medical receptionist needs to be confident in using computer systems as a part of their every day work.

This job can be demanding and busy and involves significant multi-tasking. Previous medical receptionist training/experience is a requirement of this position and in the absence of this formal medical receptionist training will need to be undertaken before commencing work.

4. KEY RESPONSIBILITIES

- To manage client visits by welcoming and greeting clients, preparing their files for use by the doctor, taking Medicare details and ensuring Medicare or cash billing has been completed.
- Answering the telephone, replying to patient enquiries, making appointments, confirming appointments with clients by telephone.

- Using the clinical, administrative, appointment and billing computer software on a daily basis.
- Keeping client files up-to-date and by distributing to the relevant doctor all correspondence and reports in relation to his/her client.
- Assist with ensuring that stocks of consumables are maintained by checking the availability of basic consumables on a regular basis, ordering where necessary, or communicating the requirement with the Practice Administrator.
- Ensure that the consulting room is ready for use at the commencement of each medical session, that desks are tidy and ready for the doctor, that clean linen is on the examination beds and that clinical waste bins are emptied as necessary.
- Ensuring that clinical waste disposal, sharp disposal units and used equipment sterilization is available and is performed adequately.
- Processing Medicare claims and all clerical work associated with them.
- Maintain statistical or other databases as required by the Program.
- To attend clinic and/or organisational meetings and/or professional development activities as directed.
- Report to the Practice Administrator and Clinical Director on a regular basis.
- Other duties as directed by the Clinical Director or Practice Administrator.

5. KEY SELECTION CRITERIA

1. Demonstrated ability to handle a busy reception area with a professional and friendly reception technique, including telephone reception.
2. Demonstrated organisational and administrative skills preferably with medical reception experience.
3. Ability to handle a number of tasks at the one time, to prioritise, and to perform well under pressure.
4. Good verbal, interpersonal and written communication skills.
5. Ability to work relatively independently without close supervision, to work in a team, and to work with a goal-oriented approach.
6. Well developed computer skills, including ability to learn new software packages as required and to use computer-based systems on a daily basis.
7. Demonstrated sensitivity to the issues of and willingness to work with people with HIV/AIDS, gay men, and people and communities at risk.

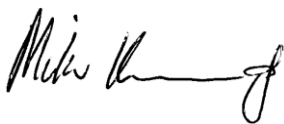
6. SALARY AND CONDITIONS

- Conditions of employment as stated in the Health and Allied Services Award: Medical Audio Typist. Salary is according to level of experience; from \$40,242 per annum (this position is casual).
- There will be some requirement to work flexible hours, including some early morning, evening and weekend rosters and other work-related commitments.
- The appointment is subject to the Rules of the organisations and to such policies as may apply from time to time.
- VAC/GMHC is an equal opportunity employer and as such all staff are required to contribute to creating a non-discriminatory workplace.
- VAC/GMHC provides a non-smoking workplace.
- The position must work within and abide by the VAC/GMHC Staff Code of Conduct.

7. WORKPLACE HEALTH AND SAFETY

VAC/GMHC provides a safe and healthy workplace, and as an employee of the organisation the PLC Coordinator is responsible for contributing to this by complying with the provisions of Section 25 of the Occupational Health and Safety Act 2004 (Duties of Employees).

Signed

A handwritten signature in black ink, appearing to read 'Mike Kennedy', with a long horizontal flourish extending to the right.

Approved by: Mike Kennedy, Executive Director.

Date: 18 February 2010