

Position Description

Medical Receptionist

Classification:	HS1 - HS17
Business unit/department:	Ballarat Austin Radiation Oncology Centre (BAROC)
Work location:	Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input checked="" type="checkbox"/> BAROC
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Fixed-Term Full-Time
Hours per week:	40
Reports to:	Radiation Therapy Site Manager-Ballarat
Direct reports:	N/A
Financial management:	Budget: N/A
Date:	June 2025

Position purpose

The Medical Receptionist will undertake reception and clerical duties to meet the service requirements of the Ballarat Austin Radiation Oncology Centre within the Ballarat Regional Integrated Cancer Centre (BRICC)

About the Directorate/Division/Department

Austin Health Radiation Oncology is committed to providing a service that embraces new technology, new techniques and new ways of treating each patient so that the best outcome can be achieved. The Olivia Newton-John Cancer Wellness & Research Centre (ONJ Centre) and the Ballarat Austin Radiation Oncology Centre (BAROC) partner to provide radiotherapy services across the north-eastern Melbourne and Grampians regions with a holistic approach to cancer and supportive care. Austin Health also provides remote consultations and a superficial skin treatment service at the Stawell Austin Radiation Oncology Service (SAROS).

We're a diverse team of technologically driven health professionals encompassing radiation oncologists, radiation therapists, medical physicists underpinned by allied health, nursing and administrative support services to ensure we deliver the best care available; efficiently and focused on

the needs of each individual patient. Our team is constantly working with referrers, researchers and consumers to improve patient outcomes through evidence-based processes and new and innovative technologies.

Position key responsibilities

- Greeting patients, families (& carers) and hospital staff in a professional and courteous manner.
- Assist patients, referrers & hospital staff promptly with any enquiries either in person, over the phone, email or fax.
- Support the daily operations of the centre.
- Perform general administrative and clinic duties as directed by Admin Coordinator.
- Assist with booking, rescheduling, and confirming appointments.
- Coordinating support services including transport, accommodation and interpreter as required.
- Manage incoming and outgoing patient correspondence (letters and appointment details).
- Filing of results/reports into the electronic medical record and the maintenance of filing/record systems within Radiation Oncology.
- Liaise with clinical staff both inside and outside of BRICC/BAROC to provide optimum service delivery.

Desirable but not essential:

- Experience in a patient-facing role, medical practice or oncology setting is highly regarded.
- Certificate III in Health Administration OR Certificate III in Business (Medical Administration)
- Knowledge of medical terminology.

Selection criteria

Essential skills and experience:

- Previous experience in a customer or patient facing role.
- Ability to establish and maintain a professional rapport with patients and staff to facilitate the provision high quality, safe and ethical patient care.
- Excellent interpersonal and communication skills.
- Demonstrated willingness to adapt to changing environment, flexible and self-motivated.



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- Sound computer skills including accurate typing, clinical information systems, experience with a Microsoft Office software suite (word, excel etc)
- Strong organisational and time management skills.
- Contribute to a team environment, which promotes a positive culture, opportunity for learning and development, safety and welfare of employees and patients.
- Demonstrated professional reliability, motivation, initiative and flexibility.

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with the requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or



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Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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