

Position Description

Position Title:	Reception Supervisor
Classification:	EBA, Level 8
Division:	Administration
Department / Unit:	Reception
Reports to:	Administration Manager
Salary and Conditions:	As per current MHPH Administrative and Support Staff Enterprise Agreement and National Employment Standards
Immunisation Risk Category:	Category B

Position Summary:

Provide leadership and supervise team of Patient Fee Clerks including delegation of duties to ensure efficient, professional, patient centred care.

Qualifications:

- Certificate III in Business Administration or other formal training (desirable)

Essential Experience:

- Minimum two years' experience in an administrative role including clerical and customer service duties.
- Previous experience supervising a team of staff.

Desirable Experience:

- A comprehensive understanding of Health Fund contracts and general health fund information.
- Previous experience in private health sector.
- Awareness of National Safety and Quality Health Service Standards.
- Experience using medical practice software.

Skills, Knowledge and Attributes:

- Computer literacy in particular Microsoft Word, Excel and Outlook.
- Excellent organisational skills.
- Excellent communication skills, written and verbal.
- Ability to communicate with a diverse range of people.
- The ability to maintain a high level of professionalism and confidentiality.
- The ability to work both individually and in a team environment.
- The ability to plan and prioritise workload.

Key Responsibilities:

- Communicate department and hospital policy and process changes to Reception team as required.
- Assist the patients in the completion of all paperwork relevant to their admission to hospital and provide them with accurate information regarding costs involved with the admission.
- Assist at reception desk when required.
- The upkeep of health fund information relevant to inpatient accounts and out of pocket expenses.
- Act as an advisory service for any enquiries regarding health insurance.

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- Management of rosters for Reception staff.
- Check patient invoices and process Eclipse billing.
- Generate patient invoices for manual claims and forward claims to relevant health funds.
- Second check all health fund eligibilities and hospital quotes.
- Review hospital claims returned by health funds.
- Carry out end of month reporting and statistical data as required.
- Follow up 60-90 days outstanding debtors.
- Enter new health fund contract rates and government charges into WebPAS.
- Assist the Administration Manager with the completion of reception staff appraisals.
- Assist the Administration Manager with the preparation of agendas, minutes and in-service education for reception staff meetings.
- Other duties that contribute to the function of the hospital as directed by the Administration Manager and/or Manager Corporate Services.

Management:

- Contribute to the professional development of others including preceptorship of new staff and/or students on placement.
- Exercise economy in the use of resources, supplies and time.
- Actively participate in team meetings, staff forums and other meetings relevant to role and as requested by manager.

Professional Development:

- Participate in the hospital appraisal process.
- Complete mandatory competencies as directed and per the Training/Competency Calendar.
- Maintain and update knowledge and skills through regular attendance at education and training sessions and in-service education.
- Keep abreast of technology relating to the area.

Safety and Quality:

- Demonstrate an understanding of the MHPH Quality Management System and actively contribute to quality improvement activities and the hospital's plan to achieve organisational objectives.
- Understand, contribute to and participate in the hospital ISO certification process.
- Understand, contribute to and participate in the application of the National Safety and Quality Health Service Standards (NSQHS) applicable to MHPH.

Occupational Health and Safety:

- Follow safe work practices and comply with the Hospital's Occupational Health and Safety policies and procedures and legislation, proactively reporting policies, hazards, incidents and injuries to manager
- Make proper use of all safeguards, safety devices and personal protective equipment.
- Take appropriate care to protect the health and safety of self and others.

Signed Employee:	Date:
Signed DCS / CSM / CEO:	Date: