



# Position Description

Position Identification			
Position Title:	Team Leader, Reception Services		
Direct Reports	10 FTE	Indirect Reports:	Nil
HRIS Position Number:		Effective Date:	January 2019
Location:	Merri Sites – Northern Suburbs		
Scope of Practice:	Not applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification *For HR use only	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement <ul style="list-style-type: none"> <li>• HSU5 Grade 3</li> </ul>		
Organisational Context			
Divisional:	People & Communications		
Program:	People & Communications	Unit: Reception Services	
Organisational Chart	<pre> graph TD     A[General Manager, People and Communications] --&gt; B[Manager, Quality Customer Experience]     B --&gt; C[Team Leader, Reception Services]     C --&gt; D[Receptionists]           </pre>		
Position Summary			
<p>The Team Leader, Reception Services is responsible for leading and managing the Reception Services Unit for Merri Health (Merri). This role is responsible for the efficient delivery of reception services across several sites and the implementation of Merri’s strategic and business priorities as they relate to Reception Services. The incumbent also acts as the emergency backfill for reception.</p>			
Position Accountabilities			
Responsibilities	<b>Resource Coordination</b> <ul style="list-style-type: none"> <li>• Preparing and taking responsibility for the reception roster, ensuring coverage is maintained at all times</li> <li>• Establishing and maintaining a casual pool of staff for backfill and overflow requirements</li> <li>• Liaising with relevant service delivery managers identifying and responding to administrative support requirements</li> <li>• Oversee the relationship and account with external interpreter provider/s</li> <li>• Manage clerical resources in an effective and cost efficient manner</li> </ul>		



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	<p><b>Customer Experience</b></p> <ul style="list-style-type: none"><li>• Be a champion for excellent customer service, leading the team in providing an exceptional experience for our customers</li><li>• Ensuring a professional level of workstation, waiting area and personal presentation is maintained at reception</li><li>• Providing a welcoming and efficient front of house experience to customers through telephone, written and direct contact</li><li>• Oversee the scheduling and review of customer appointments, confirmations and cancellations</li><li>• Ensure that all reception staff are aware of Merri Services and are able to provide clients with accurate information</li><li>• Ensure payments for services are managed accurately with income and funding streams maximised</li><li>• In consultation with management manage intake waitlists, referrals and cancellations lists for customers as required</li><li>• Ensure confidentiality and privacy for customers is provided for at all times with front of house operations</li><li>• Respond to customer feedback as required</li></ul> <p><b>Administration</b></p> <ul style="list-style-type: none"><li>• Ensure all health record data is accurate and entered onto the Client Information Management System (CIMS) in a timely manner</li><li>• Ensure all client transactions are recorded onto the CIMS in a timely manner</li><li>• Develop, review and implement standard operating procedures for front of house activities</li><li>• Provide initial support and problem solving for the team in regards to CIMS, telephony, EFTPOS and other reception equipment</li><li>• Regularly run CIMS reports to ensure data integrity and efficiencies or other administrative reports as required</li><li>• Monitor Best Practice reports and authorize payments for MBS and CDBS Services</li><li>• Ensure that all relevant supplies for each site are ordered and sufficient stock is available at all times</li><li>• Frequently run dental audit report in consultation with Dental Manager</li><li>• Act as the super user for Titanium and Best Practice</li><li>• Other duties as directed by the Manager, Customer Experience in line with the incumbents' skills and experience.</li></ul>
<p><b>People Management</b></p>	<ul style="list-style-type: none"><li>• Ensuring the management of people within the Team including recruitment, induction, professional development, reward and recognition and performance management</li><li>• Manage employee retention and coordinate workforce planning across the Team to ensure responsiveness to changing or emerging client needs</li><li>• Promote and monitor compliance of people management processes to all Merri standards, policies and procedures</li><li>• Build a culture of ambition and success across the Team through motivating and developing employees by promoting continuous improvement</li><li>• Ensure the performance objectives of the Team are communicated, understood and cascaded to all employees through effective development of individual KPIs and work plans</li><li>• Ensure appropriate succession plans are in place to achieve longer term</li></ul>



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	strategies
<b>Safety and Risk</b>	<p><b>Occupational Health &amp; Safety (OHS)</b></p> <ul style="list-style-type: none"> <li>All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Merri Health’s OHS Frameworks.</li> </ul> <p><b>Physical Inherent requirements (PIR)</b></p> <ul style="list-style-type: none"> <li>Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions</li> <li>Incorporates computer based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes</li> <li>Sound upper limb joints, with the ability to withstand repetitive upper limb activity</li> <li>May be required to occasionally lift and carry items weighing up to 10kgs</li> </ul> <p><b>Quality &amp; Risk</b></p> <ul style="list-style-type: none"> <li>Actively participate in the risk management process including identification and analysis, control of deficiencies and escalating where required.</li> <li>Understand and implement accreditation standards that apply to team and organisation</li> <li>Participate in quality and accreditation self-assessment(s) and support implementation of agreed improvements</li> <li>Support staff to understand and apply new and changed policies and procedures.</li> </ul> <p><i>Merri Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the GLBTIQ community to join our workforce.</i></p>
<b>Capabilities</b>	All employees are expected to align their behaviours and utilise capabilities (or ‘soft skills’) in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within Merri Health’s Capability Matrix.
<b>Key selection criteria</b>	
<b>Essential</b>	<ul style="list-style-type: none"> <li>Advanced customer service experience in a health setting or similar environment</li> <li>Highly developed oral and written communication skills including the ability to negotiate with influence</li> <li>Experience in leading, managing and supporting a team</li> <li>Demonstrated ability to relate well with employees, volunteers and customers from diverse social and cultural backgrounds</li> <li>Ability to prioritise, plan and organise workloads and managing multiple competing priorities</li> <li>High level of competency in Microsoft Office and health information management systems</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>Tertiary qualification or equivalent industry experience in business administration</li> <li>Knowledge of and experience in the community health sector</li> <li>Demonstrated commitment to and knowledge of customer rights</li> </ul>



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	<ul style="list-style-type: none"><li>• Ability to speak a relevant community language</li></ul>
<b>Checks, Licences and Registration</b>	<ul style="list-style-type: none"><li>• National Police check</li><li>• Working with Children’s Check</li><li>• Current full or Probationary drivers licence</li></ul>