



## Position Description

### Senior Receptionist

PD0136



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<b>Program:</b>	headspace Coffs Harbour
<b>Location:</b>	45-53 Little Street, Coffs Harbour
<b>Award:</b>	Health Professionals & Support Services Award 2020
<b>Classification:</b>	Support Services Level 4
<b>Reports to:</b>	Reception Supervisor
<b>Direct employer:</b>	Health Voyage Ltd

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**OUR VISION:** *Healthier people. Stronger communities.*

**OUR MISSION:** *We provide safe, inclusive, high quality health care and strive for health equity in our community. Empowerment is at the heart of what we do.*

**OUR VALUES:** *Ethical Integrity Respect Diversity Compassion*

*Health Voyage is a Circle Back Initiative Employer <https://circlebackinitiative.com/about/> and commits to respond to every applicant.*

#### ORGANISATION AND PROGRAM SUMMARY

##### Health Voyage Ltd

Health Voyage is a local for purpose not for profit. As a charity organisation we are strongly guided by our values and work towards a vision of healthier people and stronger communities.

Health Voyage is the Lead Agency for:

- the Coffs Harbour Women's Health Centre,
- headspace Coffs Harbour,
- headspace Grafton

We work in partnership with other community organisations and the Local Health Districts and our funders to ensure our services complement and strengthen the public health sector. We provide accessible, cost-efficient and effective health and wellbeing services to prevent or lessen the long-term impact of illness is a vital contribution to the wellbeing of individuals, families and the community

*Health Voyage is committed to a workplace culture that builds respect, fosters inclusiveness, promotes diversity and embraces the unique skills and qualities of all our workforce and members. Candidates who identify as Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, LGBTIQ+, or have a lived experience of mental health are encouraged to apply for Health Voyage positions.*

##### headspace Coffs Harbour

headspace Coffs Harbour is a program of Health Voyage. headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds, along with assistance in promoting young peoples' wellbeing ([www.headspace.org.au](http://www.headspace.org.au)). This is achieved through the Federal

Government's funding of headspace services throughout Australia via Healthy North Coast (HNC). These headspace Centres provide an entry point for young people to access a broad range of (well-integrated) services.

headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health

(headspace Coffs Harbour, headspace Grafton and Coffs Harbour Women's Health Centre are programs of Health Voyage Inc. ABN 73 738 289 843)

**headspace Coffs Harbour aims to:**

- promote early identification and effective, evidence-based mental health interventions;
- improve access to mental health services; and
- improve access to specialist providers and primary health care workers, collaborating within an accessible and integrated service framework.

**POSITION SUMMARY**

The Senior Receptionist provides high-level-- reception and administrative support while coordinating day to day reception operations. The Reception team forms part of the wider headspace Coffs Harbour centre team and works to provide professional and confidential administration services to support effective service delivery and day-to-day functioning. It is essential that the Reception team ensures the service is perceived by young people as accessible, youth friendly and welcoming. The Senior Receptionist role acts as a first point of escalation for reception staff and supports the Reception Supervisor in ensuring consistent, high-quality service delivery. This position maintains a hands-on operational role while providing informal leadership and coaching to the reception team.

Reception is generally the first point of contact with the public. As such it is essential that they are pleasant, courteous, highly professional and able to interact with a wide and diverse consumer group. The role will provide reception support to various clinical staff to ensure the smooth running of the clinic.

The Senior Receptionist will work proficiently in a fast-paced environment, and collaboratively with all headspace centre staff.

**KEY RESPONSIBILITIES****Front of office**

The Senior Receptionist promotes a positive image of headspace Coffs Harbour with Young People, family members/carers and other stakeholders. This is achieved through the completion of the following duties:

- Answer telephone calls and respond to people presenting at the Reception desk in a prompt, polite, calm, respectful and compassionate manner
- Complete client arrival process, and end-of-day checklist/process as per approved procedures
- Where appropriate, on-refer potential clients who do not meet the basic criteria for assistance by headspace Coffs Harbour (e.g. age)
- Maintain a neat, tidy and comfortable Reception and Waiting area, and ensure literature on display is relevant and current
- Provide information to persons as required

**Medical administration**

The Senior Receptionist supports GPs, Allied Health Clinicians, Youth Access Workers, Visiting Specialists, Community Engagement and co-located partners, in the delivery of therapeutic care of Young People and support to family/friends. This includes:

- Coordinating the scheduling of appointments with GPs, Allied Health Clinicians, and Visiting Specialists, including confirmation of appointments and re-scheduling where necessary
- Confirming appointments and ensuring referrals are up to date
- Ensuring clinicians receive all relevant documentation in a timely fashion to assist the care of their clients
- Maintain accurate schedules in Best Practice, including clinician's movements, completing appointments, and filling appointments when possible to cover gaps/cancellations in a timely manner
- Respond to requests for administrative assistance (such as faxes, phone calls) from clinicians in a timely manner
- Ensure pathology samples are appropriately completed and collected in a timely manner
- Medicare Bulk Billing and batching at the conclusion of the day and as required
- Maintain appropriate records of other types of appointments and billings as required
- Ensure GP clinics are stocked with appropriate medical supplies and are clean and tidy
- Order stock and equipment as necessary

## General administration

The Senior Receptionist also provides a number of general administrative duties to support the headspace Coffs Harbour program. These include:

- Data collection and data entry in headspace specific software
- Data collection and data entry for non-Medicare appointments
- Preparing mail for posting
- Work collaboratively with other staff to ensure the smooth entry of new clients to the service
- Where appropriate, liaise with the multidiscipline team within headspace Coffs Harbour for the purposes of therapeutic care of clients

## Team Coordination and Support

- Provide day-to-day guidance to Reception staff
- Act as first point of escalation for queries and operational issues
- Assist with onboarding and training of new staff
- Monitor workflow and assist with prioritisation during peak periods

## Operational Oversight

Assist the Reception Supervisor to:

- Monitor appointment schedules and identify gaps or inefficiencies
- Support quality control of data entry, billing and client records
- Ensure compliance with reception processes and procedures
- Escalate risks, issues or system concerns to the Reception Supervisor

## Client Experience and Service Quality

- Role model high-quality client interactions
- Assist in resolving low-level complaints
- Identify opportunities to improve client experience

## Privacy and Confidentiality

- Access confidential data and information in a secure and discreet manner
- Follow policies and procedures to ensure the security of data and information recorded by Health Voyage
- Ensure the privacy and confidentiality of Young People and their family/friends is respected

## Commitment to personal and service improvement

- Support the vision, aims, objectives and core values of Health Voyage Inc.
- Be an active, positive, thoughtful and respectful member of the headspace Coffs Harbour team
- Attend professional development sessions as agreed with the Lead Receptionist
- Participate in planning for the purposes of service improvement

## Other

- Perform other duties as required to ensure the efficient and effective functioning of headspace Coffs Harbour.

## Quality and Safety Commitment

All Health Voyage employees are expected to actively contribute to a safe, high-quality and continuously improving workplace. This includes:

- Complying with relevant standards, guidelines, and organisational policies
- Participating in safety and quality improvement activities
- Supporting a culture of safety, quality, accountability and continuous learning
- Identifying and reporting risks or areas for improvement
- Partnering with clients in the provision of care
- Ensuring services are delivered in a way that promotes safety and quality, dignity, respect and positive outcomes for clients

## RELATIONSHIPS

The position holder will be required to develop and maintain positive and effective working relationships with a range of people and organisations. They must positively represent headspace Coffs Harbour and Health Voyage to the public, community, government and other organisations.

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<b>Reports to:</b>	Reception Supervisor, headspace Coffs Harbour
<b>Direct Reports:</b>	None
<b>Indirect Reports:</b>	None
<b>Accountable to:</b>	Health Voyage CEO and Governance Board
<b>Internal Relationships:</b>	headspace Coffs Harbour Centre Staff and Contractors Health Voyage Staff and Contractors Youth Advisers/ Reference Group Members.
<b>External Relationships:</b>	Healthy North Coast Staff headspace National Office Staff Consortium partner organisations and staff Health Voyage co-located partner organisations Other headspace Centre Staff Local youth, health and community service providers and staff Government departments, ministers and staff Private health practices and practitioners Young people and their family and friends that access the Centre Other external partners, vendors, providers and key stakeholders.

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## SELECTION CRITERIA

### Essential

1. Experience in medical practice reception
2. Experience in office procedures and administration duties
3. Ability to liaise with General Practitioners, allied health and community support services.
4. Demonstrated capacity to work effectively as part of a multidisciplinary team
5. Time management and organisational skills and proven capacity to prioritise competing priorities
6. A willingness and enthusiasm to gain new skills and a passion to work with youth

### Desirable

1. Experience using medical practice software, particularly Best Practice
2. Knowledge of medical terminology
3. Knowledge of the mental health sector

### Foundational skills required

- Exceptional interpersonal skills with the ability to establish and maintain effective relationships with a diverse range of people and professionals.
- Highly developed verbal and written communication skills.
- Advanced computer skills including word processing, spreadsheets and database applications.
- Ability to work both independently and collaboratively as a productive team member.
- Proven track record in building and maintaining effective working relationships with a range of internal and external stakeholders.

### Personal attributes

- High levels of professionalism, confidentiality and discretion.
- Ability and commitment to continuous learning.
- Strong work ethic.
- Adaptability and flexibility to changing work environments and requirements.
- Reliable and results focussed.

## WORKPLACE POLICIES AND PRACTICES

All Health Voyage employees and contractors are required to familiarize themselves with the organisation's code of conduct and policies and procedures and to abide by them at all times.

**It is expected that at all times employees and contractors will:**

- Be respectful towards the organisation, colleagues, clients and the general public.
- Support the headspace vision and objectives and demonstrate the values of headspace.
- Support the Health Voyage vision and objectives and demonstrate the values of Health Voyage.
- Take reasonable care for their own health and safety, and that of others in the workplace.

**The position holder must also:**

- Maintain a current check for working with young people, as per the relevant state legislation.
- Undergo a current and satisfactory criminal record check.
- Maintain a current driver's licence, and have access to their own registered and comprehensively insured vehicle.
- Maintain eligibility to work in Australia.
- Participate in a 6 month probationary period, with continuing employment subject to satisfactory performance.
- Participate in annual individual performance reviews and professional development planning.
- Have some flexibility to travel, and to work after hours (including weekends and evenings).

## OTHER INFORMATION

**Fringe Benefits:** Salary Sacrifice (Packaging) is available to eligible employees. Health Voyage Inc is a Registered Charity

**Superannuation:** Employer contribution will be paid in accordance with the applicable current Superannuation Guarantee Legislation to a complying super fund.

**Leave:** Annual leave as per the National Employment Standards with 17.5% loading (not applicable for casual employment)

Sick Leave as per the National Employment Standards (not applicable for casual employment)

All official National and NSW Public Holidays that occur on regular days of work

**Position status:** This position is reliant upon continuing grant funding. This position has been temporarily approved by the CEO and is time limited until **30 June 2027**. Extension may be possible subject to Board Approval and conditional upon ongoing funding

**Please note:**

**It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a person convicted of a serious sex offence to apply for this position. Successful applicant(s) will be subject to Working with Children Check and Police Check prior to Employment.**

**Health Voyage regards the health, safety and wellbeing of our people, contractors and communities as our highest priority. All employees are expected to follow current public health recommendations, organisational health and safety guidelines, and to responsibly manage illness, including staying home when unwell and following appropriate procedures to reduce the risk of spreading infection.**

**Approved by:**

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Tazmyn Jewell, Chief Executive Officer, Health Voyage

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**Date approved:**

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May 2026

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