

POSITION DESCRIPTION

Position Title:	Senior Receptionist - Lifestyle Management Programs.
Organisation Unit:	UQ Health Care Ltd, Logan Healthcare Centre.
Employment terms:	1.0 FTE, 12month contract, renewable.
Salary:	Negotiation.
Reports to:	Clinic Manager.

BACKGROUND

Organisational Environment

Metro South Hospital and Health Service (MSHHS), Griffith University (GU), The University of Queensland (UQ) Health Care, the Brisbane South Primary Health Network and Health and Wellbeing Queensland have formed an alliance to develop a model of integrated chronic disease care, which leverages the expertise and resources of a range of partners, recognising that successful prevention and management of chronic disease requires a collaborative approach. Key to the initiative will be the implementation of a proof of concept – Logan Healthcare Centre, that links treatment with prevention through a Lifestyle Management Program. The Centre has been established to pilot the model of integrated care that connects care for complex chronic disease and empowers patient self-management, with a view to subsequently developing a “Centre of Excellence” in Integrated Care for MSHHS (the Logan Health & Wellbeing Hub). The Logan Healthcare Centre will deliver Lifestyle Management Programs for Type 2 Diabetes Mellitus (T2DM) made possible through significant funding support from Health and Wellbeing Queensland (HWQld). In 2021, the focus will expand to combined diabetes/cardiac and diabetes/renal clinics, with GPs with special interests (GpWSIs) working alongside Endocrinologists, Cardiologists and Nephrologists to manage this patient cohort.

A multidisciplinary approach to address the physical, mental, social and economic determinants of chronic disease across the spectrum is required for a successful strategy which will include:

- A comprehensive lifestyle management program to activate the patient and achieve behaviour change and lifestyle modification
- Through existing partnerships with UQ, Griffith and UQ Health Care, an interprofessional team of allied health professionals will expand the model, with deployment of a student-infused allied health workforce in an environment of teaching and research;
- The program will compliment other HWQld and BSPHN programs and initiatives
- The Lifestyle Management Program will be delivered at the Logan Healthcare Centre and consist of:
 - Initial interprofessional assessment, group sessions (education, exercise), plus 1-on-1 consults, supported by technology (telehealth, shared eHR, devices and an app)
 - Exercise and diet plans; psychology to assist behaviour modification; pharmacist for medication management, and social work to address socioeconomic barriers

- Reassessments at 3 and 6 months to ensure continued motivation, connection to HWQld and BSPHN community-based programs for ongoing healthy lifestyle maintenance.

The university partners will design and implement an evaluation framework to assess the effectiveness of these new approaches to patient care, and leverage the depth and breadth of research talent across both universities to further contribute to clinical service development, as well as provide access to additional revenue streams through grant funding.

DUTY STATEMENT

Primary Purpose of Position

The role of the Senior Receptionist is to help manage the Lifestyle Management Program at the Logan Healthcare Centre. The Senior Receptionist will report to the Clinical Manager and be responsible for the clinical facilities and systems and workforce required for the successful operation of the Clinic.

Key Responsibilities

Administration

- Assist the Clinical Manager in the day to day business operations within the clinic;
- Provide administration support to the Clinical Manager and Clinical Supervisors;
- Ensure the integrity of patient records are maintained;
- Ensure practice facilities are maintained (equipment, cleaning etc)
- The ability to work with the complexities of multiple patient data bases.

Reception

- Coordinating front reception and providing administrative support to the team of practitioners located in the Clinic;
- Patient database management including appointment bookings and confirmations;
- Maintaining and managing patient records and files;
- Processing payments via HICAPS, EFTPOS, Medicare Online and other;
- Stock level management and ordering medical and stationery supplies;
- Responding to emails, phone enquiries and reception enquiries;
- Timely and accurate reporting/recording;
- Banking / Cash handling, weekly banking, daily reconciliation of cash float.

You will strive for excellence and drive outstanding performance of the clinic through strong leadership.

Other duties:

- Other duties as required or directed by the Clinical Manager consistent with the Senior Receptionist's skills and qualifications.

Reporting Relationships

The position reports to the Clinical Manager – Logan Healthcare Centre.

DESIRABLE QUALIFICATIONS &/OR EXPERIENCE

- Previous experience in a general practice, allied health practice or specialist practice environment;
- Knowledge of medical software programs e.g. BP Allied;
- Broad understanding of medical terminology
- First Aid and CPR Training.

Remuneration: This is a fixed term, 12month role with the potential for continuation. A competitive salary package will be negotiated. As UQ Health Care is a Not-For-Profit company, you will be entitled to attractive salary sacrificing arrangements.

Application

Forward your application addressing the selection criteria (no more than 2 pages) included along with cover letter and current CV.

Applications close: 6th May 2021

Send your application to: h.dove@uqhealthcare.org.au

Information for Prospective Staff

Further information about UQHC may be accessed on our web site at <http://www.uqhealthcare.org.au>