

Position Description

Position title: Receptionist
Department: Pauline Gandel Women's Imaging Centre (PGWIC)
Classification: AO10 – AO12
Agreement: Victorian Public Health Sector (Health & Allied Services, Managers & Administrative Officers) Single Interest Enterprise Agreement 2021 -2025
Reporting to: PGWIC Administration Supervisor

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is '**Creating healthier futures for women and babies**'. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

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About the department/unit

The Pauline Gandel Women's Imaging Centre (PGWIC) provides a broad range of diagnostic services. We provide high level complex primary through to quaternary care to inpatients and outpatients of the Women's. We also provide gynecological and obstetric procedures to patients referred from other healthcare providers seeking tertiary imaging and diagnoses.

Position purpose

The purpose of the Receptionist is to provide front of house reception and clerical support to a very busy Medical Imaging department. This position requires high level, accurate data entry of patient registrations & appointments, effective position management of all telephone queries, patient billing, and daily clinic liaison.

The Receptionist will:

- Provide excellent customer service to patients and their families, staff and visiting specialists
- Ensure accurate data entry of patient details into the patient management systems
- Manage the daily paperwork flow and ensure appointments and bookings are consistent with the PGWIC Department policies for patient access
- Liaise with multiple departments & clinics to facilitate patient appointments within the appropriate medical timeframes
- Answer all incoming calls & queries within the outlined KPIs
- Perform administrative duties including scanning referrals, organising couriers, producing billing reports
- Ensure the Imaging reception is efficient and effective in its day to day operations

Key responsibilities

Professional practice

- Booking, scheduling and registration of patients
- Provide timely and appropriate appointments for patients referred to the PGWIC
- Ensuring data integrity of patient information in the patient management systems
- Excellent telephone skills for external and internal callers
- Assisting in all aspects of reception duties
- Providing respectful and positive interactions with patients, families and staff, effectively managing challenging situations with a professional demeanour
- Ensuring patient confidentiality is maintained at all times

Communication and teamwork

- Working collaboratively with other team members, sharing knowledge and adapting to varying workloads
- Contributing to a positive and cohesive workplace culture, resolving issues constructively
- Providing a high level of customer service to patients and their families, colleagues, medical staff and ancillary staff
- Communicating respectfully and effectively with patients and their families from diverse backgrounds

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Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

The Key Performance Indicators for this position include:

- Ensure that work practices reflect the Women's vision, mission and values
- Provision of exceptional patient experiences
- Maintenance of high level data integrity in line with the Women's Data Accountability Framework
- Participate in performance appraisals, initially at 3 months and then annually (in accordance with Organisational policy)
- Effectively contribute to working as a part of the clerical team

Key selection criteria

Experience/qualifications/attributes

- Competent computer literacy including use of a PC, mouse, keyboard, standard Microsoft office software

Attributes

- Embodies the Women's values of courage, passion, discovery, and respect
- "Can do" attitude with a flexible approach
- Well-developed customer service and interpersonal skills
- Ability to balance competing and conflicting priorities
- Strong time management and prioritization skills
- Professional demeanour

Essential:

- Minimum 3 years clerical/reception experience
- Previous experience as a receptionist in a healthcare setting
- Experience billing for medical services (MBS / Private Patient Billing)
- Demonstrated customer service skills
- Ability to work effectively within a team
- Basic understanding of medical terminology

Desirable:

- Previous experience with Viewpoint, RIS & IPM
- Previous experience working in a medical imaging environment

Organisational relationships

Internal relationships

- Pauline Gandel Women's Imaging Centre staff
- All Women's hospital staff
- The Women's internal stakeholders

External relationships

- Patients and their families

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- Visitors
- Peter MacCallum Cancer Centre
- Melbourne Health
- Other health providers and medical practitioners

Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	N/A
Sitting – remaining in a seated position to complete tasks	Prolonged/Constant
Standing – remaining standing without moving about to perform tasks	Rare
Walking – floor type even, vinyl, carpet,	Occasional
Lean forward/forward flexion from waist to complete tasks	N/A
Trunk twisting – turning from the waist to complete tasks	N/A
Kneeling – remaining in a kneeling position to complete tasks	N/A
Squatting/crouching – adopting these postures to complete tasks	N/A
Leg/foot movement to operate equipment	N/A
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Rare
Lifting/carrying – light lifting and carrying less than 5 kilos	Rare
– Moderate lifting and carrying 5 – 10 kilos	N/A
– Heavy lifting and carrying – 10 – 20 kilos.	N/A
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10 – 20 kg	N/A
– heavy push / pull forces over 20 kg	N/A
Reaching – arm fully extended forward or raised above shoulder	Rare
Head/neck postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	N/A
– Gripping, holding, twisting, clasping with fingers/hands	N/A
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	N/A
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged/ Constant
Hearing – use of hearing is an integral part of work performance	Prolonged/ Constant
Touch – use of touch is integral to most tasks completed each shift	Prolonged/ Constant
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	N/A
Problem solving issues associated with clinical and non-clinical care	Occasional
Working with distressed people and families	Occasional
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Rare
Exposure to distressing situations	Rare
Definitions used to quantify frequency of tasks/demands as above	
Prolonged/constant	70 – 100 % of time in the position
Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

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Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.

Vaccination requirements

As this role has limited direct physical contact with patients and clinical environments, employees are required to be vaccinated against or demonstrate immunity to influenza, COVID-19, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

Employment with the Women's is conditional upon the provision of satisfactory evidence of vaccination and/or screening, and we may withdraw an offer of employment if the required evidence is not provided at least five business days prior to the intended start date.

Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date: December 2025

Developed by: Administration Supervisor, Pauline Gandel Women's Imaging Centre

Date of next review: December 2026

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