



**NUNYARA**  
ABORIGINAL HEALTH SERVICE INC.



## Job & Person Specification

### Casual Clinic Receptionist

The word Nunyara means Restored to health and comes from the language spoken by the Barngarla people traditional owners.

Nunyara is an Aboriginal Community Controlled Health Service and is committed to meeting community needs by providing culturally appropriate primary health care and health promotion programs for the Aboriginal community in Whyalla, as well as education and advice to help families access the services they need from Government and mainstream services.

#### Organisations Values

##### Our values are Honesty, Respect and Integrity

<b>Honesty</b>	We show honesty by speaking truthfully, within the boundaries of confidentiality. This is shown in our dealings within the organisation and with our consumers and partners by saying what we mean and meaning what we say, keeping our promises, telling the truth tactfully, providing honest feedback and answers and admitting to mistakes.
<b>Respect</b>	We show respect by speaking and acting with courtesy. We treat others with dignity and use culturally appropriate ways of communicating. This is shown in our dealings within the organisation and with our consumers and partners by treating everyone fairly, communicating so people can understand, listening to others, and seeking and providing feedback.
<b>Integrity</b>	We show integrity by honouring our values and the rules of our organisation, government and nation. This is shown in our dealings within the organisation and with our consumers and partners by doing the right thing, abiding by the values, standing up for what we believe in, and taking responsibility for our mistakes.

## Job and Person Specification

### POSITION SUMMARY

<b>Position Title</b>	Casual Clinic Receptionist
<b>Classification Code</b>	Administrative Grade 2 – Level 1
<b>Type of Employment</b>	Casual
<b>FTE</b>	N/A (Casual)
<b>Position Created</b>	July 2010
<b>Last Review Date</b>	February 2026
<b>Next Review Date</b>	February 2027

### PERFORMANCE MONITORING

The incumbent is required to participate in a regular 1:1 Super Yarn meeting between supervisor and supervisee, in order to meet organisational, professional and personal objectives. Commonly referred to as a Performance Development Review, Supervision Meeting, or Appraisal. Which will include a review of employee's performance against the responsibilities, performance outcome measures associated with the position and demonstration of appropriate behaviours which reflect a commitment to the Nunyara Aboriginal Health Service Inc.

### QUALIFICATIONS

<b>Essential</b>	<ul style="list-style-type: none"> <li>A South Australian current driver's licence and willingness to drive is essential.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>Experience in providing services to Aboriginal communities</li> </ul>
<b>Special Conditions</b>	<ul style="list-style-type: none"> <li>Some Intra/Interstate travel may be required necessitating overnight absences and out of hours work.</li> <li>Some approved out of hours work may be required for which time in lieu (TOIL) arrangements may apply.</li> <li>The incumbent will be required to strictly observe the confidentiality of information received and given.</li> <li>Successful applicant must be prepared to submit to a National Police Clearance and DCSI checks.</li> </ul>
<b>Salary / Award</b>	Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020

### Job and Person Specification Approval

Signature:



Date: October 2023  
Position: Chairperson  
Nunyarra Aboriginal Health Service

Signature:



Date: October 2023  
Position: CEO  
Nunyarra Aboriginal Health Service

### Team Structure

**Supervisor Reports to:**  
**Supervisor's Position:**  
**This Position:**  
**Staff Supervised:**

Admin Team Leader  
Senior Clinic Receptionist  
Casual Clinic Receptionist  
Nil

### OTHER POSITIONS WITHIN THE ORGANISATION

Chief Executive Officer  
Executive Operations Manager  
CQI & Projects Co-ordinator  
Finance Manager  
Clinic Manager  
Practice Manager  
Integrated Care Team Leader  
Admin Team Leader  
Specialist Support Co-ordinator  
Support Co-ordinator  
Aboriginal Disability Liaison Officers  
Elder Care Co-ordinator  
Elder Care Connectors  
Senior Clinic Receptionist  
Chronic Care Co-ordinator  
Patient Journey & Visiting Service Co-ordinator  
People, Culture & Capability Officer  
Clinic Receptionists  
Maintenance Officer  
Community Medical Practitioners

Practice Nurses  
Registered Nurses  
Aboriginal Health Practitioners  
Transport Officers  
Visiting specialists & Health Professionals including:

- Respiratory Physician & Nurse
- Paediatrician
- Dietician
- Podiatrist
- Grief and Loss Counsellor
- ENT and Audiologist
- Optometrist
- Speech Pathologist
- Physiotherapist
- Psychologist
- Occupational Therapist

Contractors Including:

- Stock Management
- Medical Practitioner
- Medical Director
- Pharmacist

## Role Description

### OVERVIEW

The **Casual Clinic Receptionist** is responsible to the Senior Administration Officer at Nunyara and undertakes clerical and administrative duties related to customer service and operational support, particularly for the Doctors within the service.

The role provides professional, confidential and comprehensive reception services, ensuring the timely and accurate completion of tasks, delivery of high-quality customer service, and effective administrative support to Nunyara staff, in accordance with the scope of this position description.

As a casual role, the position also requires flexibility and availability to provide reception and administrative coverage during staff absences, including periods of sick leave, annual leave, training, and lunch breaks, to ensure continuity of service delivery within the clinic.

### Position Characteristics

This position is offered on a casual basis, with hours worked as rostered and required to meet service needs.

The **Casual Clinic Receptionist** is responsible for:

1. Providing professional, confidential and culturally appropriate reception services, including greeting clients, managing appointments, handling enquiries and relaying messages accurately and promptly.
2. Assisting with triage of walk-in clients in consultation with clinical staff (Aboriginal Health Practitioner, Registered Nurse and/or GP).
3. Maintaining accurate client records, confirming Medicare and personal details, coordinating transport bookings and undertaking reminder calls.
4. Performing general administrative duties including filing, scanning, photocopying, data entry and supporting multidisciplinary staff as required.
5. Maintaining a clean, organised and welcoming reception and waiting area.
6. Assisting with ordering and maintaining supplies, processing purchase orders and supporting basic meeting preparation as directed.
7. Contributing to a safe workplace by adhering to WHS requirements and identifying and reporting hazards.

### Level Characteristics

This position is classified at the **Admin Grade 2** classification by virtue of the requirements to:

(a) This level encompasses a range of work which requires routine experience, or the application of skills derived from work of a similar nature and a general knowledge of the work to be performed. This is the first level which may include a supervisory role. Staff may be required to follow and

interpret rules, regulations, guidelines, instructions and procedures, and be capable of undertaking a range of duties requiring judgment, liaison and communication within the health service, with clients of the health service and with other interested parties.

(b) Positions at this grade usually work under general direction and the work is subject to regular checks. Detailed instructions are not necessary and there is scope for staff to exercise initiative in applying established work practices and procedures.

(c) The solution of problems may require the exercise of limited judgment, though guidance would be available in guidelines, procedures, regulations and instructions. The understanding of the information should allow decisions or policies relating to specific circumstances to be explained. Liaison within the health service, with clients of the health service, or with other interested parties may be necessary.

(d) This is the first grade of which formal delegations may be found within the operations of the work area (e.g. approval of annual, personal and carer's leave and examination of accounts).

(e) Secretarial/administrative support positions may be included in this grade where this is warranted, having regard to:

- i. the range of knowledge and skills required.
- ii. the degree of independence and responsibility assumed in undertaking tasks; and
- iii. the degree of direction given by the supervisor.

(f) Positions where there is a frequently recurring need to take and transcribe verbatim the proceedings of conferences or deputations are included in this grade.

**It is desirable that staff at this grade have Aboriginal and/or Torres Strait Islander knowledge and cultural skills—level 1 which means:**

a) an understanding, awareness and sensitivity to Aboriginal and/or Torres Strait Islander culture and lore, kinship and skin relationships, local cultural values, the ability to conduct oneself in a culturally appropriate manner and an understanding that Aboriginal and/or Torres Strait Islander culture is not homogenous throughout Australia.

b) where relevant, a knowledge of one or more relevant Australian Aboriginal and/or Torres Strait Islander language groups.

c) an ability to deliver or assist in the delivery of effective and appropriate services to an Aboriginal and/or Torres Strait Islander participants through knowledge of the relevant Australian Aboriginal and/or Torres Strait Islander community, the ability to effectively communicate with Aboriginal and/or Torres Strait Islander people, and a knowledge of cultural conventions and appropriate behaviour.

d) an awareness of the history and role of Aboriginal and/or Torres Strait Islander organisations in the relevant region, an understanding of the organisations and their goals and the environment in which the organisations operate.

e) the ability to function effectively at work in an Aboriginal and/or Torres Strait Islander organisation.

f) an understanding and/or awareness of the concepts of Aboriginal and/or Torres Strait Islander self-determination and Aboriginal and/or Torres Strait Islander identity.

### **Working Relationships / Partnerships**

The South Australian West Coast ACCHO Network (SAWCAN) is a partnership consortium consisting of five ACCHOs on the Eyre Peninsula and Far West Coast of South Australia:

1. Nunyara Aboriginal Health Service
2. Port Lincoln Aboriginal Health Service
3. Yadu Health Aboriginal Corporation
4. Tullawon Health Service
5. Oak Valley Health Service

The purpose of SAWCAN is to work collaboratively as a region to:

- Build capacity within the region to achieve improved health and wellness outcomes for Aboriginal people
- Demonstrate a strengths-based approach to achieving large scale solutions
- Share and co-operate with each other to utilise each other's skills, experience and specialist knowledge
- Leverage opportunities by advocating as one voice
- Become a central point of contact that provides advice and direction to external parties on any Aboriginal specific funds and programs coming into our region as it relates to health and wellbeing
- Act as a point of truth telling and supporting each other

In addition to Nunyara's employees, this position will work closely with all members of SAWCAN.



## Key Performance Indicators

### Casual Clinic Receptionist

The Casual Clinic Receptionist will use the Key Performance Indicator Section of this Job and Person Specification to continually assess their performance against the key tasks, and update and add to these indicators at regular intervals. The Key Performance Indicators are an integral element of measuring the achievements of the position and should be utilised as an ongoing tool in order to evaluate the position and service provided.

KPI Area	Responsibilities / Key Tasks	Expected Outcomes / Measures	Employee Comments	Supervisor Comments	Rating
<b>Coverage &amp; Break Management</b>	Provide reliable reception coverage during lunch breaks for rostered receptionists and trainees.	Reception area remains staffed at all required times (no unattended periods).			
		Lunch break coverage is consistently provided according to daily roster.			
	Provide reception coverage during planned and unplanned leave (sick leave, annual leave, training days) for reception staff when rostered or requested.	Leave coverage is performed when scheduled, with minimal disruption to clinic operations.			
	Processing 715 or STI initiatives or other client requests within scope (ie photocopying).	Client feedback is good. Internal promotions are processed according to procedure.			
	Transfer triage phone calls and walk in patients to RN's or AHP's.	Triage training and procedures at front desk are followed			



**NUNYARA**  
ABORIGINAL HEALTH SERVICE INC.

KPI Area	Responsibilities / Key Tasks	Expected Outcomes / Measures	Employee Comments	Supervisor Comments	Rating
<b>Provide clinical administration support</b>	Undertake recalls and reminder phone calls if directed, work within a multidisciplinary team of health professionals.	Support is provided to health professionals as needed.			
	Maintain a high level of confidentiality of information for clients and staff.	Written and electronic information is kept secure			
	Maintain and monitor stationery stocks, office consumables, weekly food shopping stocks and assist with clinic ordering processes, including receiving goods.	Stock levels are kept current			
	Keep the clinical reception area and clinical rooms tidy and clean, adhering to infection control procedures.	All items are placed in appropriate places.			
	Ensure all Consult Rooms are adequately stocked and setup daily as per checklist.	All items are placed in appropriate places.			
<b>Manage Client Information</b>	Assist with the registration of new clients/patients, confirming Medicare Card and patient details, enter and modify data in a timely and correct manner.	Incumbent, and Co-ordinator can report improvement			
	Contribute to an effective and efficient records management system.	All records are distributed and filed appropriately			
	Assist with providing information to Managers and liaise on issues which may relate to statistical reporting as directed.	Reporting is provided to managers as required			



# NUNYARA

ABORIGINAL HEALTH SERVICE INC.

KPI Area	Responsibilities / Key Tasks	Expected Outcomes / Measures	Employee Comments	Supervisor Comments	Rating
	Liaise with pathology for collection of specimens.	All specimens are stored correctly until collection.			
	Photocopying, filing, electronic filing/ scanning, faxing of documentation in line with privacy principals.	Patient information is distributed in line with confidentiality rules.			
	Review Medicare numbers monthly, ensuring Medicare cards on file are valid.	Patient information is up to date and correct			
<b>Assist in health promotional activities</b>	Assist staff in promotion of activities, eg: NAIDOC week, GP, Podiatry, etc visits.	Activities are promoted to clients as they attend			
	Ensure promotional information is displayed in a professional manner, is updated and relevant, eg: window and pin board displays, pamphlet holders, electronic displays.	All information in reception is checked regularly and kept up to date			
	Undertake desk top publishing or word processing as directed.	Documents are created as requested			
<b>Service Development</b>	Assist with the development of clinical administrative policies, procedures and guidelines and participate in evaluating the same.	Policies are kept up to date and relevant.			
	Participate in a range of continuous quality improvement activities – make recommendations when issues arise regarding processes/ systems that could be better managed.	Processes are streamlined and kept manageable.			
	Work across different departments of Nunyara or carry out any additional duties as directed, within	Feedback from other staff and management is positive.			



**NUNYARA**  
ABORIGINAL HEALTH SERVICE INC.

KPI Area	Responsibilities / Key Tasks	Expected Outcomes / Measures	Employee Comments	Supervisor Comments	Rating
	scope of duties. Advise when work is outside of scope or understanding.				
<b>Transport</b>	Daily – Print off transport list every morning to provide to driver(s), reconcile transport list throughout the day, manage transport entries accordingly to ensure there is no conflicting pickups or drop offs.	Transport module is clear of unresolved entries, maintenance of client transport statistics are accurate and transport operations run smoothly			
	Issuing Cab charge vouchers as directed by management, ensuring to enter each log into Communicare and hard copy register.	Processes are streamlined and kept manageable			
<b>Managing the NSP window</b>	Manage clean needle program including stock ordering, serving NSP customers, maintaining and providing records to DASSA.	CNP clients are treated respectfully. CNP stock kept up to date and records provided on time			
<b>Participate in Quality and Accreditation activities</b>	Make recommendations to improve processes	Participate in Quality and Accreditation activities			

*\*\*These KPI's may be changed from time to time in consultation with Nunyara and the employee\*\**

## Scope of Work

### 1. Teamwork and Communication

- Promote the role and services of Nunyara; foster positive working relationships; contribute to committees and planning

### 2. Documentation and Administration

- Maintain accurate records; provide reports and statistics; ensure confidentiality; assist with policy development

### 3. Quality Improvement

- Participate in CQI, accreditation and mandatory training; support WHS and infection control

### 4. Professional Development

- Maintain registration; complete mandatory training; mentor staff and students; contribute to education programs

### 6. Customer Service

- Deliver respectful, culturally safe service; support client decision-making; uphold confidentiality and values

### 7. Organisational Contribution

- Participate in planning, meetings, and organisational initiatives; support colleagues; foster positive workplace culture

---

## GENERAL

Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination and will contribute to these objectives by:

- Contribute to the achievement of outcomes, as identified in the Nunyara Strategic and any Activity Plans by:
- Comply with policies, procedures, and codes of conduct
- Contribute to risk management and WHS including identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and near misses in the workplace and correctly utilising PPE
- Uphold privacy, confidentiality, and records management
- Participate in continuous improvement, cultural awareness training and performance reviews
- Comply with and have a working knowledge and understanding of Infection Control policies and procedures.
- Promoting awareness and compliance with Equal Employment Opportunity principles.



- It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorisation. It is further the responsibility of every employee to ensure they gain an understanding of what constitutes an official record. It is a requirement that all employees will adhere to the prescribed Policy, Procedures & Practices of this organisation in relation to records management.

*This Position Description will be reviewed regularly, at least every 12 months, and when necessary during the course of the 12 months, by the Supervisor together with the incumbent. This regular review will ensure the Position Description is up to date and accurately reflects the duties carried out by the incumbent.*

---

---

**Acknowledged by Occupant (Signature):**

.....

**Date:**     /     /

**Please print your First and Last name**

.....

## Selection Criteria

### Essential Minimum Requirements

[including qualifications, skills, experience and knowledge]

1. Ability to organise and prioritise own work with supervision as required.
2. Word processing and computer skills including the ability to learn to use new software and applications.
3. Demonstrated effective interpersonal skills, including communication with people from a diverse range of backgrounds, particularly those people's representative of the Whyalla Aboriginal Community and health professionals.
4. Demonstrate a knowledge and understanding of the principles of Equal Opportunity Employment and Work Health and Safety legislation.
5. Excellent time management and communication skills and a positive attitude
6. Demonstrated ability to use discretion and maintain confidentiality
7. Experience in using various office equipment (such as fax, copier machines etc).
8. Must provide proof of National Police Check (done within past 2 years) and a 'cleared' Working with Children Check.
9. Ability to liaise and form working partnerships with internal and external stakeholders.
10. Ability to demonstrate initiative and co-ordination skill.
11. Availability to work on a casual basis to cover staff lunch breaks, planned leave, and occasional unplanned absences, with flexibility to attend at short notice.

### Desirable Minimum Requirements

[to distinguish between applicants who have met all essential requirements]

1. Previous experience in a customer service setting or medical service.
2. An understanding of the role and function of the Nunyara Aboriginal Health Service
3. Relevant certifications or study in the Business Administration field.
4. Previous experience using Communicare.