



Ord Valley Aboriginal Health Service

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Job Description Form Medical Receptionist Trainee

Vision Statement

Aboriginal people in Kununurra and the North-East Kimberley are supported to live **prosperous lives that are strong, healthy, and culturally safe.**

The Purpose that defines us

We bring **clinical, cultural, and community expertise** to deliver accessible and **holistic health and wellbeing care** for people in the North-East Kimberley.

Aboriginal Community-led

We are connected and accountable to the communities we serve. We are governed by Aboriginal community leaders. We deliver services in culturally safe ways, bringing the best of medical and cultural expertise to achieve positive health outcomes. Working with and responding to Aboriginal communities is central to what we do.

Organisational Values

The Ord Valley Aboriginal Health Service has been providing critical health and support services to local Aboriginal people since 1984. Our ambition is to deliver socially, culturally, and financially accessible health care that supports communities in the North-East Kimberley to be strong, healthy and safe. The organisation operates on the foundational pillars of Aboriginal leadership, self-determination and cultural diversity that underpin and shape the way the organisation conducts its business.



Community

We bring our connection with community to everything we do

PEOPLE
TOGETHER



Respect

We show respect for a people, cultures and backgrounds

HEALTHY
TOGETHER



Passion

We are deeply motivated to achieve outcomes

MY
MOB



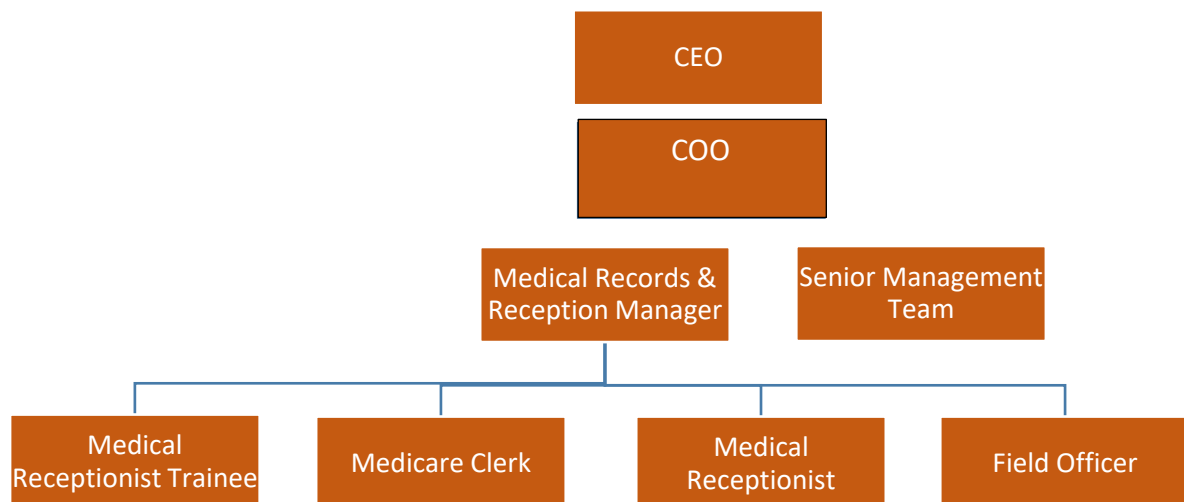
Equality

We strive for equality, fairness and empathy for all people

HEALTH &
WELLBEING

Work Group	Medical Reception
Work Unit	Medical Reception
Reports To	Reception Manager
Direct Reports	N/A
Award / Agreement	<i>Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020 (Cth)</i>
Award Classification	Grade 1 - Trainee
Approved by CEO	30.07.2026

Team Structure



Position Purpose

The Medical Receptionist Trainee will provide Medical Reception services to the OVAHS clinic. Working as part of the OVAHS team and providing quality and patient focused health care. Ensuring the focus of care is on the needs of Aboriginal patients within the context of their cultural identity, family, and social circumstances.

This role also supports the efficient administration of Medicare/Reception services. The position involves the accurate processing of Medicare claims, billing, maintaining patient records, and providing assistance to community members in navigating Medicare-related processes.

As part of this role, the incumbent will be required to undertake relevant training and/or study and progress towards the completion of a certification relevant to the position.

Due to the nature of the Medical Receptionist Trainee position, you must identify as Aboriginal and/or Torres Strait Islander as per Section 50(d) of the Equal Opportunity Act 1984 (WA).

Strategic Alignment

The organisation's Strategic Plan 2023- 2026 has four (4) overarching strategic goals, with each goal having specific outcomes.

The role is aligned with all four Strategic Goals.



POSITIVE
CHANGE



HEALTH &
WELLBEING



SUPPORT
COMMUNITY



HEALTHY
TOGETHER

Primary health Care

Primary health care is the first means of accessing the health care system for many people and is critical to individual, family and community health outcomes.

Social and Emotional Wellbeing

Social and emotional wellbeing relates to the mental health for individuals and communities and is a key component for the overall health of Aboriginal people.

Specialised Health

Our communities deserve targeted support to prevent and address complex health needs, including chronic disease and disability.

Population Health

Reducing future health challenges and to Close the Gap requires long-term system change and community - wide solutions.

Key Stakeholder Relationships

External

- Aboriginal Community Controlled Health Services across the Kimberley region and Western Australia, other not-for-profit services, and businesses as relevant to the role
- Liaises with a variety of government agencies, stakeholder representative groups and community groups.

Internal

- Maintains close working relationships with other officers, team members and employees of Ord Valley Aboriginal Health Services.
- Works in collaboration with the Senior Management Team and in consultation with the Board of Directors.

Responsibilities of this Position

Medical Receptionist Trainee

- Maintain accurate and up-to-date patient records and ensure confidentiality is upheld.
- Provide general receptionist duties as directed.
- Liaise with Health Professionals, and PRODA Online.
- Check daily via PRODA online for client Medicare numbers that need updating, and to see what MBS items that client is due for and notify GP/Clinic staff.
- Maintain the GP client recall system to ensure all reports, results and follow up care are coordinated with diligence.
- Check each client daily that comes into the clinic via the MMEX Patient Comparison Tablet, this will ensure they only have one active file, if they have more than one file update, the file can then be merged into one single file by a DR. or NP.
- Collect, correlate, and report on data for auditing purposes.
- Contribute to the health service's commitment to improving health outcomes for Aboriginal and Torres Strait Islander communities.

Quality Management System

- Actively participate in the organisation's QMS (LOGIQC).
- Identify and participate in continuous quality improvement activities and apply quality improvement principles to all duties performed.
- Demonstrate leadership and commitment to promote continuous quality improvement initiatives, give assurance that the quality objectives are measured and ensure the QMS achieves intended results by engaging and supporting employees to contribute to the effectiveness of the QMS.

General

- Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives, and values.
- Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture.
- Attend and participate in professional development activities including workshops and training as required.
- Attend and participate in Employee Development Days.
- Participate and comply with all Work Health and Safety responsibilities as per the *Work Health and Safety Act 2020 (WA)*.
- Identify and assist to reduce Work Health and Safety hazards and risks.
- Follow the reasonable direction of Work Health and Safety representatives.

Administrative Duties

- Maintain statistics, administrative records, and client documents as per OVAHS policies and procedures.
- Produce report for OVAHS and funding bodies as required.
- Ensure maintenance of equipment and resources, including clinical equipment, IT equipment, vehicles, and phones.
- Perform office duties including, but not limited to, photocopying, faxing, laminating, processing paperwork and producing minutes for meetings as requested.

Governance: Cultural Safety and Quality Requirements

- Participate in cultural safety and competence training and staff development.
- Respect and abide by the direction of Aboriginal employees in matters related to cultural safety.
- Support language access and communication.
- Forward grievances and complaints to allocated Senior Aboriginal employee.
- Support the input and participation, from the Aboriginal community and patients, in the development of continuous quality improvement in culturally safe services.

Please note: This is a summary of key responsibilities and may not encompass all duties associated with the role.

Position Performance Indicators

The below Key Performance Indicators (KPI's) are used to assess, measure, evaluate, manage, and reward performance within each key result area of this position.

The below KPI's are to be assessed in line with the organisation's performance development framework.

Key Result Area	Key Performance Indicators
Patient Record Management	• Accuracy and completeness of patient records and documentation

Compliance & Reporting	Effective completion of all Work Unit contractual obligations including program delivery, funding reports, evaluations, and compliance requirements.
Medical Proficiency Software	Demonstrates competency using the clinic's practice management system, MMEx
Work Efficiency and Productivity	- Completion of administrative tasks in a timely manner - No delays in critical tasks due to poor prioritization, ensuring key activities are completed on time.
Medicare and Billing Support	Learns correct billing workflows, Medicare claiming procedures, and payment processing under supervision.
Confidentiality and Privacy	Maintains patient confidentiality in accordance with privacy legislation and clinic policy.
Quality Management System (QMS)	- Ensure all tasks assigned to this position are completed within a six (6) week period. - Actively lead continuous quality improvement initiatives across the organisation and promote an environment of effective CQI practices.

Competency Profile for this Position

Competencies are the specific knowledge, skills and attributes needed to successfully undertake the role. The profile is used for recruitment, performance review, planning, and training and development activities.

Qualifications, Skills, Experience and Knowledge

Essential

- The person identifies as Aboriginal and/or Torres Strait Islander and is acknowledged as such by their community (if a 50D position)
- Ability to manage conflict within a team orientated organisation.
- Highly developed written communication skills including the ability to write clearly and concisely, prepare complex written reports and manage the output of quality information.
- Highly developed interpersonal skills including negotiation and consultation skills and the ability to proactively establish and sustain effective stakeholder relationships.
- Substantial experience in the development, review and implementation of policies and strategies with a sound understanding of Aboriginal Community Controlled Health Services and processes.
- Effective organisational skills, the capacity to successfully manage competing priorities, maintain attention to detail and meet deadlines.

- Advanced skills in office computing applications including word processing, spreadsheet, database, presentation software i.e. PowerPoint or similar.
- Strategic thinking and planning skills with a clear focus on an organisational approach to social, economic and environmental wellbeing.
- A proven ability to foster strong relationships and work collaboratively with diverse communities to inform decisions, planning, strategy, and action.
- Results focused approach with the ability to identify and act on opportunities to improve short and long-term performance.
- A clear capability in driving accountability and effective performance measurement at both an individual and organisation level.
- Some financial management and budgeting skills to support business goals and objectives.
- Demonstrated ability to uphold the principles of cultural safety including an ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander peoples.
- Ability to maintain client confidentiality an essential prerequisite.
- Strong communication skills, with the ability to engage effectively with community members, OVAHS personnel and stakeholders in a culturally appropriate and respectful manner.

Desirable

- Deep understanding of applicable employment laws and experience managing complex industrial and employee relations situations involving senior level staff.
- Ability to interpret and manage an extensive variety of instructions and deal with several variables simultaneously.
- Previous experience with Medicare billing
- Previous experience with software applications such as MMEx

Practical Requirements

- Some work out of normal hours of duty will be required.
- Depending on the nature of the region, some travel on light aircraft may be required.
- Intra and inter-state travel including overnight absences will also be required.

EMPLOYMENT SCREENING

Employees are required to demonstrate that they have undergone appropriate employment screening in accordance with OVAHS Policies. The following checks will be required for this role:

- ☒ National Police Check (current within the previous 3 months, or willingness to obtain
- ☐ Valid Working with Children Check
- ☐ Current AHPRA Verification Check
- ☒ Current and Valid Driver's License
- ☐ National Disability Insurance Service Check
- ☐ Other