

POSITION DESCRIPTION

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POSITION TITLE:	University Audiology Clinic Receptionist		
FACULTY/OFFICE:	Human Sciences	DEPT:	Linguistics
REPORTS TO (Supervisor title):	Senior Clinical Educator (Audiology)		
AUTHOR NAME:			
POSITION NUMBER:		HEW LEVEL:	
APPROVED BY:		DATE:	January 2010

A POSITION PURPOSE

To serve the reception needs of the Audiology Clinic in the Department of Linguistics.

B PRIMARY ACCOUNTABILITIES

- Welcoming patients who have appointments in the clinic.
- Advising audiologists that patients have arrived in the clinic.
- Processing payments for appointments (taking payment, issuing receipts, marking off payment on electronic patient files)
- Answering telephone calls, making bookings for the clinic, taking messages for audiologists.
- Checking email and mobile phone messages to the clinic and passing on to the appropriate staff member.
- Processing hearing aid repairs – providing receipts for hearing aids left for repair, placing repair report and file with the aid in the appropriate place for audiologists to collect.
- Contacting patients when hearing aids are ready for collection after repair.
- Arranging couriers for sending packages to manufacturers.
- Confirming clinic appointments (by mail and telephone)
- Filing and taking out files for following day and creation of files (in software programme) for new patients.

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- Preparation of files (folding diagnostic files, labelling hearing aid files, opening electronic files.
- Ensuring waiting area is clean and tidy at all times.
- Settlement of EFTPOS machine at the end of the day.
- Collection of petty cash at start of day and storing of payments and petty cash in safe at the end of the day.
- Identifying when change is required for petty cash tin.
- Identifying when stocks of parking permits, batteries, stationery, and maps are low.
- Occasional supervision of students undertaking reception duties within their Master of Clinical Audiology program.

Other

- Secretarial functions for the head of Audiology and/or Senior Clinical Educator (Audiology) as required.
- Any other duties within the staff member's level of competence as required.

C REPORTING RELATIONSHIPS

Reports to the Senior Clinical Educator (Audiology)

D ORGANISATIONAL RELATIONSHIPS

The Audiology Clinic functions within the Audiology section in the Department of Linguistics. Contact with other staff members of the Audiology section, and students enrolled in audiology courses (undergraduate and postgraduate) occurs regularly.

E SUPERVISION AND INDEPENDENCE

Clear and detailed instructions are provided. Guidance on the approach to standard circumstances is provided in procedures, guidance on the approach to non-standard circumstances is provided by the supervisor. Standard procedures for all tasks are documented. Where non-standard conditions apply, the supervisor needs to be consulted. Checking is selective.

F PROBLEM SOLVING AND JUDGEMENT

Exercise judgement in straightforward tasks, independently solving problems with reference to established rules and procedures. For example, judgement will be made on how to use urgent appointment slots (typically filled on the day previous to the clinic day), recognising

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when petty cash needs to be changed. Recognise when requests for information from patients needs to be passed on to appropriate staff members.

G RECOURSE TO HIGHER LEVEL

Advise the Senior Clinical Educator (Audiology) when the day to day function of the clinic is disrupted as a result of staffing or patient issues.

H DIMENSIONS AND DELEGATIONS

Nil

I QUALIFICATIONS AND SKILLS

Essential

- Year 12 education
- Good telephone skills, email skills, word processing, and computer skills
- Careful attention to detail
- Ability to work as a team member
- Excellent organisational skills
- Ability to multitask

Desirable

- Previous experience in medical / clinical reception settings