

RECRUITMENT PACKAGE

RECEPTIONIST (Rockhampton) Central Queensland Medicare Local

BACKGROUND

The establishment of Medicare Locals across Australia is a key part of the COAG Health Reform Agenda focusing on out of hospital health care services. Medicare Locals will work closely with the Local Health and Hospital Service established by Queensland Health to direct the operations of hospitals within the region. Medicare Locals have replaced Divisions of General Practice and drive the primary health reform agenda which aims to:

- Make it easier for patients to access the services they need, by facilitating linkages between primary care providers and hospital services.
- Plan and support local afterhours face-to-face GP services.
- Identify where local communities are missing out on services they might need and coordinate services to address those gaps.
- Support local primary care providers, such as GPs, practice nurses and Mental health providers, to adopt and meet quality standards.
- Be accountable to local communities to make sure that primary care services are effective and of high quality.

This means that the Medicare Locals will be involved in areas such as health planning – including the collection and analysis of health related local data - the provision or contracting of specific health services, indigenous health, undertaking health promotion, working with other health providers to develop a coordinated approach to health care particularly services delivered in the community and supporting primary health care providers including GPs and Mental health professionals. This support can take the form of the provision of information, professional development opportunities, networks and support the development of e-health solutions.

While the Medicare Locals will focus on the provision of services to those individuals and communities who have limited access to care as a result of economic stress, distance or the need for specialist care, the Medicare Locals have been tasked with improving health services for all residents of the region working particularly in collaboration with Queensland Health and the major NGO providers.

A small number of Medicare Locals were established on the 1st July 2011 and the Central Queensland Medicare Local (CQML) was established on the 1st July 2012. In total there are 61 Medicare Locals operating across Australia.

CENTRAL QUEENSLAND MEDICARE LOCAL

The Central Queensland Medicare Local (CQML) has been established through a cooperative process between the Capricornia Division of General Practice and the CQ Rural Division of General Practice. Divisions of General Practice were formed in 1994 with the purpose of assisting GPs in the operation of their practices and while many divisions expanded their remit to include a wider primary health care focus, the work of the divisions was centred around general practice. Medicare Locals still identify general practice as the cornerstone of primary health care, but the work of the Medicare Locals will encompass other primary health care professionals, community health service providers and service planners. All Commonwealth funding has been directed from the CQ Rural and Capricornia Division of General Practice to the CQML from the 1st July 2012 and it is anticipated that programs funded from other sources will also transfer and be sought in the future.

The geographic area covered by the CQML includes Rockhampton, Gladstone, Blackwater, Emerald, Biloela, Calliope, Woorabinda, Springsure and Daringa. The boundaries of the CQML are essentially the

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t 07 4921 7777 f 07 4927 2977

same as the Fitzroy Statistical Region and cover just over 101,000 square kilometres with approximately 250,000 residents. Just under 5% of the population are Aboriginal or Torres Strait Islander and many parts of the region are involved in coal mining and associated industries.

The CQML is a not for profit company limited by guarantee and as such is eligible for health charity status. This means that all staff employed by CQML are able to claim the maximum salary sacrifice allowable by the ATO.

VISION

Keeping Central Queenslanders well and out of hospital.

We will achieve this by:

- linking and bringing together services
- identifying service gaps and working with others to find innovative solutions to fill those gaps
- delivering holistic care
- taking the role of honest broker identifying and sourcing the required service
- making sure services are not duplicated
- establishing and maintaining relationships with key stakeholders including the CQ HHS Board
- leading by example
- establishing sustainable solutions
- being involved in research and gathering evidence to determine best practice

Values and Principles

Our work will be approached through a set of values and underlying principles which will underpin everything we undertake. In caring for our community we need to be:

Responsive

- Our work will always be client and consumer focused and we will value and seek consumer input at all times

Innovative

- We will be open to innovative models of care, cross sector collaborations and be prepared to challenge old ideas and champion new evidence based practices

Respectful

- We will embed cultural practice into all the work of CQML respecting diversity and ensuring access and equity to all the citizens of CQ

Accountable

- We will be honest, transparent and open in our communication both internally and to our community

Professional

- We will have a high level of corporate governance in all our activities, positively representing CQML in our community and with our stakeholders

Equitable

- We will respond to the health service needs of identified population groups in CQ by assessing their demonstrated needs in relation to available resources

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RECEPTIONIST (Rockhampton) POSITION

The role of Receptionist (Rockhampton) is to act as the first point of contact for all incoming visitors, stakeholders, clients and staff presenting to the office, as well as providing a confidential reception and administration service for the office.

WHAT WE ARE LOOKING FOR

Qualifications and / or Experience:

The successful candidate will have exceptional presentation, be a forward thinker with a can do attitude. They will be a mature and committed individual who is focused on providing customer and support services to our Rockhampton office.

Previous experience utilizing the Microsoft Office suite, with sound typing and computer literacy is essential.

Demonstrated experience in a role that has required the need to multi task will be highly regarded.

The position will be located at the CQ Medicare Local office in Rockhampton.

Salary Level – SS2– range \$40,434 - \$48,309 depending on experience

Full salary sacrifice - \$30,000 grossed up value per FBT year

Professional development allowance - \$500 per year

Professional development leave - 3 days per year

Superannuation 9.25%

APPLICATIONS

Applicants will be required to provide an up to date CV and a maximum of 2 pages outlining the skills and experience they would bring to the role with particular emphasis on those identified in this document and the attached position description. Applications close at 5pm on Wednesday 5th February 2014.

Successful applicants will be required to undergo a criminal history check as part of the CQ Medicare Local recruitment process.

All applications will remain current for a period of 12 months.

For further information or to discuss the position please contact:

Michelle Cody

(07) 4921 7777

mcody@cqmedicarelocal.com

Please submit applications via email to recruitment@cqmedicarelocal.com

If you encounter problems submitting your application, please contact the Human Resource Officer at CQ Medicare Local on 4921 7777.

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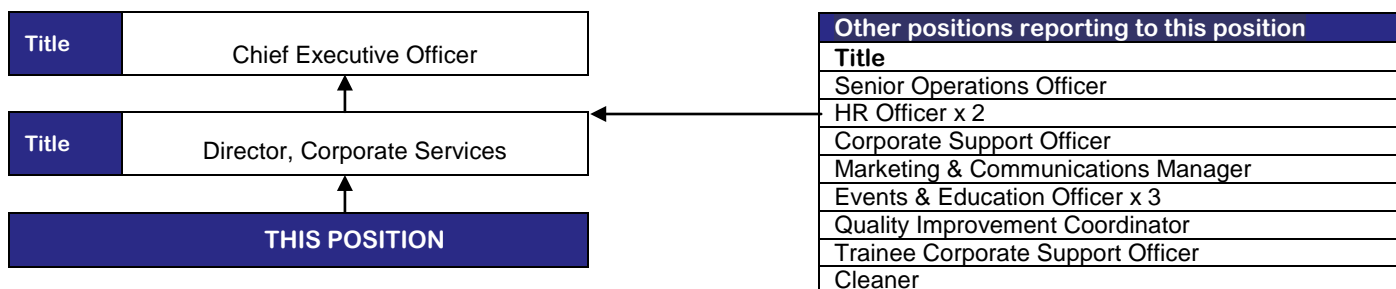
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POSITION DESCRIPTION FORM

POSITION IDENTIFICATION

Position Title	Receptionist (Rockhampton)
Organisation	Central Queensland Medicare Local (CQ Medicare Local)
Business Unit	Corporate Services
Effective date of document	29 th January 2014
Position status	Contract (1.0 FTE)
Employment Agreement	Central Queensland Rural Division of General Practice Collective Agreement
Position classification	SS Level 2
Duration	This appointment is until 30th June 2014. Continuation of employment beyond this date will be subject to performance/ position reviews and availability of continued funding

REPORTING RELATIONSHIPS



Positions under direct responsibility:

Title	No. of FTE's Supervised
Nil	
Total FTE:	0.0

OUR VISION

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KEY RESPONSIBILITIES

The Receptionist will:

- Provide a confidential reception and administration service for the CQ Medicare Local, including ensuring the physical presentation of the offices meets professional standards.
- Act as the first point of contact for all incoming visitors, stakeholders, clients and staff presenting to the office.
- Adhere to the CQ Medicare Local's Confidentiality policy by respecting in confidence any patient, employee or otherwise sensitive information which becomes available to them during the course of their duties.
- Support and comply with workplace health and safety, anti-discrimination and equal employment opportunity principles and practices.
- Operate within the CQ Medicare Local's Quality Management System Framework, policies and procedures.

DUTIES

Key Result Areas	Major Activities	Performance Indicators
Provide a high level effective, efficient and comprehensive administrative support function for the CQ Medicare Local.	Provide a client-focused telephone service by responding to queries and answering all incoming calls within the established timeframes.	Telephone calls are answered within three rings and distributed as appropriate. Callers are greeted with a professional telephone manner at all times.
	Provide administration support duties to the staff of CQ Medicare Local as requested.	Administration tasks are undertaken according to the instructions provided and within the established timeframes.
	Register incoming and outgoing correspondence in the Correspondence Log.	Incoming mail is opened, logged and distributed daily. Outgoing mail is logged and posted daily.
	Manage the CQ Medicare Local Central Filing and Archiving.	All CQ Medicare Local documentation is filed at least fortnightly. Archiving is undertaken at least annually.
	Ordering, receiving, checking and storing of stationary and deliveries in the Rockhampton office.	Stationary orders are undertaken as required to maintain an appropriate stationary and supplies level for the CQ Medicare Local. All orders received to the CQ Medicare Local are checked and stored appropriately.
	Monitoring, electronic filing and distributing the CQ Medicare Local 'Admin' emails.	'Admin' emails are monitored daily and distributed to the applicable staff member/s.
	Undertake secretariat duties for the All of Staff team meetings, including agenda collation and minute taking.	Agenda's for the All of Staff meeting are developed and distributed one week prior to the meeting. Minutes are drafted and distributed to All of Staff within one week following the meeting.
	Utilise computer software programs to undertake administration functions as required, including maintaining up to date Staff Fire and Evacuation Checklist for the front desk.	Maintain a working knowledge of various computer software programs such as Microsoft Office, Desktop Publishing and Internet Explorer in order to maintain a high level of professional service delivery. Staff Fire and Evacuation Checklist is current and updated as staff movements occur.
	Make the necessary arrangements for Fleet vehicles' regular servicing, cleaning and maintenance, and maintaining current Fleet Maintenance Register.	Fleet vehicles are serviced and maintained as per the manufacturer's requirements. All servicing and maintenance is logged in the Fleet Maintenance Register.
	Coordinate maintenance of facsimile machine, printers and photocopier including the stocking and replacement of paper and printer cartridges as well as arranging servicing and maintenance as required.	Facsimile machine, printers and photocopier are checked and restocked daily to ensure adequate paper and ink supplies. Maintenance and servicing are undertaken as required.

TITLE	Receptionist (Rockhampton)	EFFECTIVE DATE OF DOCUMENT	29 th January 2014
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Key Result Areas	Major Activities	Performance Indicators
	<p>Maintain tidy reception, kitchen and lunchroom areas, including rubbish removal daily.</p> <p>General Kitchen duties, including watering office plants, removal of office rubbish, weekly fridge cleanout, maintaining staff amenities (tea, coffee, milk etc) & cleaning and filling the water cooler.</p>	<p>Reception, kitchen and lunchroom areas are checked and tidied daily.</p> <p>Reception plants are watered weekly. Office rubbish removed weekly. Fridge is cleaned weekly. Water cooler/s refilled daily or as required. Amenities (tea, coffee, milk etc.) purchased weekly or as required.</p>
Promotion of the CQML	Positively promotes the CQ Medicare Local and its activities to the various stakeholders.	Ensures timely responses to enquiries from GPs, allied health, stakeholders and internal team members. Promotes the CQ Medicare Local and programs to GPs and relevant stakeholders, including contributing to CQ Medicare Local's regular publications (where applicable).
Code of Conduct Team work/focus Reliability, Functionality, Organisational and Time Management skills Demonstrates high work ethics, works autonomously and provides a high standard of work Problem Solving Understanding of Policies and Procedures Workplace Health and Safety	<p>Workplace behaviour follows the standards set out in the CQ Medicare Local's Code of Conduct as outlined in the Quality Management System, including:</p> <ul style="list-style-type: none"> • Rapport built with team members • Willing to support others and adjust their workload appropriately • Actively participating in team discussions/meetings. • Punctual to all work commitments • Undertakes forward planning and prioritisation of tasks against contractual obligations • Demonstrates accountability for their actions whilst consistently delivering a quality service and producing accurate work with an emphasis on attention to detail • Maintains strong work ethic and actively supports the organisations vision • Works autonomously, efficiently and demonstrates self motivation reflecting a positive attitude • Initiative is used to identify and resolve problems appropriately through creative/lateral thinking • consideration is undertaken of all aspects prior to recommending and implementing identified solutions • Demonstrates a working knowledge of the policies and procedures as outlined in the Quality Management System • Is pro-active in complying with the Quality Management System and refers to the Quality Management System when unsure of policies and procedures • Uses initiative to identify improvements to processes and is flexible and tolerant to change • Demonstrates working knowledge of health and safety responsibilities, identifies safety risks and encourages safe working practices 	No breaches of the Code of Conduct have occurred
	Adheres to CQ Medicare Local's Confidentiality policy by respecting in confidence any patient, employee or otherwise sensitive information which becomes available to them during the course of their duties	No breaches of the CQ Medicare Local's Confidentiality policy have occurred
Other Duties as Required.		

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APPOINTMENT CONDITIONS

LOCATION	<ul style="list-style-type: none"> This position will be located in the CQML Rockhampton Office, 1/44a William Street, Rockhampton.
MANDATORY REQUIREMENTS	<ul style="list-style-type: none"> Current C Class Drivers Licence Satisfactory criminal history check
SPECIAL CONDITIONS	<ul style="list-style-type: none"> The ability to be flexible with working hours, which reflect the need to work with a variety of stakeholders. There may be a requirement for travel within the CQ region, to attend staff training workshops.

CERTIFICATION

- (i) The details contained in this document are an accurate statement of the duties, responsibilities and other requirements for the position.

DIRECTOR, CORPORATE SERVICES

Signature: _____

Date: _____

CHIEF EXECUTIVE OFFICER

Signature: _____

Date: _____

- (ii) As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

NAME	SIGNATURE	DATE APPOINTED	DATE