**Senior Receptionist**

**An opportunity to join a groundbreaking health centre tailored to meet the needs of LGBTQ+ communities.**

**Full-time, Gadigal/Sydney-based role**

* Want to make a positive difference for LGBTQ+ communities?

Now is your chance!

* We are looking for a Senior Receptionist to join the Kaleido Health Centre team and play a key role in supporting our clinical healthcare services.

**What’s Kaleido Health Centre?**

Kaleido Health Centre is a brand-new, unique, multi-disciplinary health service—the first of its kind in Australia. Our mission is to provide high-quality, inclusive, person-centred, integrated health care specifically for sexuality and gender-diverse (LGBTQ+) individuals in NSW.

Kaleido offers a dynamic healthcare environment that includes both primary care and specialist services. Our offerings encompass general practice, mental health, sexual health, gender-affirming care, drug health, child and family services, and more. The design of our services is based on the needs expressed by our LGBTQ+ communities, ensuring informed and non-judgmental care provided by general practitioners, allied health professionals, and specialists, focusing on areas with the highest healthcare needs.

**Ok, so what’s the role?**

The **Senior Receptionist** at Kaleido Health Centre plays a critical role in delivering exceptional customer service and administrative support for our clinical healthcare services. You will be the first point of contact for patients, ensuring a welcoming and efficient experience for all, with a strong commitment to creating an inclusive and respectful space. You will:

* Lead and manage the reception team, ensuring smooth day-to-day operations and a high standard of customer service.
* Provide exceptional front-line service, greeting patients and visitors in a friendly, professional, and inclusive manner.
* Manage patient appointments, including booking, rescheduling, and cancellations, ensuring smooth clinic operations for the LGBTQ+ community and beyond.
* Assist with the intake and registration process, ensuring all patient information is accurately recorded and updated, while maintaining privacy and confidentiality.
* Support clinical staff by preparing patient records, managing correspondence, and assisting with administrative tasks, ensuring LGBTQ+ inclusive practices are followed.
* Collaborate with other team members to ensure efficient patient flow and the delivery of high-quality LGBTQ+ healthcare services.

**Who are we looking for?**

* A person who demonstrates an understanding of and commitment to Kaleido’s mission and values, with a passion for creating an inclusive environment that supports the health and well-being of the LGBTQ+ community.
* A professional with strong organisational and interpersonal skills, capable of leading the reception team to ensure exceptional service delivery in an inclusive, welcoming healthcare setting.

**What else can we tell you?**

*Kaleido Health Centre* is a brand-new health service and is the product of many years of advocacy and planning by *ACON*. However, while we will work closely with ACON, *Kaleido Health* is a separate entity with its own CEO, Board of Directors, Mission and Values, and a unique scope of service delivery.

ACON will be assisting Kaleido Health with the recruitment and onboarding processes for this role.

***This means you may receive emails from ACON as part of this process, but rest assured, this job is for the Kaleido Health Centre***.

This role is a fantastic opportunity to build and shape the culture of a new organisation that will make a significant impact on the lives of LGBTQ+ people in NSW.

**To support the successful candidate in their new role at Kaleido, we offer:**

* Salary Packaging up to $35,000 gross-up value (currently up to $15,900 Expenses + $2,650 Meals, tax-free).
* Employee Assistance Program (EAP) – access to a free comprehensive counselling service.
* Supportive working environment with a knowledgeable and friendly team.
* Flexible working arrangements by negotiation.

**What are the remuneration and working details?**

**Salary**: Competitive salary above award rates based on skills, qualifications, and experience (plus superannuation and leave loading).

**Location**: Kaleido’s Gadigal/Sydney Centre at The Belltower, 6 Cornwallis Street Eveleigh NSW 2015.

**How can I find out more details and apply?**

If this sounds like you, we invite you to apply to join our team and help us make a meaningful impact on the lives of those we serve. By joining us, you will be part of a mission to create a healthier and more inclusive community. We highly encourage Aboriginal and Torres Strait Islander people, people from culturally, linguistically and ethnically diverse migrant and refugee backgrounds, people with disabilities, and people of all genders and sexualities to apply.

For more information on the role, please **contact Katrina Guelas, Business and Operations Manager of Kaleido Health Centre**, via email at [**kguelas@acon.org.au**](mailto:kguelas@acon.org.au) or via phone at **0482 160 232.**

If you require assistance or adjustments to the application or interview process, please advise the contact person at the time of your application.

If this sounds like the position and organisation you’ve been looking for, review our [***How to Apply***](#howtoapply2) instructions and send your completed application to: [vacancy@acon.org.au](mailto:vacancy@acon.org.au)

All applications must include:

1. Your completed [**Kaleido Employment Application Form**](https://www.acon.org.au/wp-content/uploads/2024/12/Kaleido-Health_Employment-Application-Form_V1.0_Jun-2024.pdf)
2. Your **Cover Letter** outlining how you meet the *Selection Criteria* (**max.3 pages**); and
3. Your **Resume** Your Resume (**max. 3 pages**).

**Applications close: Sunday, 9th February 2025**

*We are grounded in the belief that diversity is our strength, our differentiator, and at the core of who we are and what we do. As part of our commitment to inclusion, we encourage applications from people living with HIV, Aboriginal and Torres Strait Islander people and LGBTQ+ people from culturally, linguistically and ethnically diverse, migrant and refugee backgrounds, and LGBTQ+ people of colour.*

<https://kaleidohealth.org.au/>

**POSITION DESCRIPTION**

**Position Title:**  Senior Receptionist

**Work Level:** Operational

**Reports to:**  Business & Operations Manager

**Supervises:** Receptionist/s

**Position Overview**

The Senior Receptionist at Kaleido Health Centre plays a vital role in ensuring the smooth operation of the front desk and a positive client experience with a focus on achieving high-quality LGBTQ+ inclusive service delivery. This position involves overseeing daily reception duties, managing appointment scheduling, and coordinating client enquiries. A key responsibility is liaising with Doctors and Practitioners to facilitate effective communication and ensure the strategic scheduling of appointments, optimising clinic efficiency. The Senior Receptionist also supervises and mentors’ junior reception staff, maintains accurate client records, and upholds a high standard of customer service and professionalism. Overall, the role supports the seamless operation of the health centre and contributes to excellent client care.

**Main Activities**

This Position is Responsible for:

Administrative Team Management

* Oversee and supervise the administration team, ensuring effective coordination and support for all staff members.
* Organise and assign tasks to ensure the smooth completion of daily operations, including appointment management, recall reminders, and handling of incoming and outgoing mail.
* Manage the rostering of administration staff, ensuring coverage and attendance at scheduled times.
* Handle staff performance review processes in collaboration with the Business and Operations Manager.
* Ensure all staff receive adequate, role-specific training, with a focus on inclusive and culturally competent care.
* Promote awareness and ensure compliance with the Work, Health, and Safety Act, fostering a safe, inclusive, and supportive environment for all staff and clients, with particular emphasis on the needs of the LGBTQ+ community.
* Work closely with the Business and Operations Manager to monitor and evaluate team performance, providing feedback and implementing improvements to enhance efficiency, morale, and team productivity.

Patient Engagement and Support

* Lead by example and use best practice guidelines for written and verbal communication that respects individuals’ sexuality, gender identity, preferred terms to describe body parts, relationships and chosen family, and other demographic and social indicators.
* Learn and use the correct pronouns for all stakeholders, including clients, staff, and visitors.
* Greet clients with warmth, respect, and professionalism, ensuring an inclusive and supportive environment.
* Answer phone calls courteously and professionally in a timely manner, ensuring all individuals feel valued and respected.
* Schedule, reschedule, and manage appointment cancellations using the practice management software, accommodating the needs of all clients.
* Process client billing and issue receipts using practice management software in an efficient and accurate manner.
* Perform banking procedures in line with practice guidelines.
* Operate all aspects of EFTPOS and health terminals, ensuring a seamless transaction process.
* Transmission of Medicare and DVA claims
* Respond promptly and courteously to clients, both in person, by phone, and in writing, maintaining a respectful and inclusive tone.
* Maintain a clean, comfortable, and welcoming waiting area at all times.
* Address client and prospective client enquiries or refer them appropriately, ensuring they receive the information and care they need.
* Follow up with clients who were unable to attend their appointments, offering assistance in rescheduling.
* Manage appointment wait list, did not attend and non-attendance report
* Provide current and prospective clients with accurate and relevant information upon request, ensuring they feel informed and supported in their healthcare journey.

Administrative Support and Coordination

* Provide administrative support to practitioners, clients and staff of the health centre.
* Register new clients, maintaining and regularly updating the client database to reflect accurate information.
* Scan and file medical records as required, ensuring confidentiality and accessibility.
* Manage and process client records and medical file requests promptly and securely.
* Take accurate messages and ensure they are directed to the relevant person in a timely manner.
* File and maintain the client database in line with practice guidelines and privacy standards.
* Complete data entry tasks accurately and in a timely manner.
* Procurement of stationary and medical supplies
* Unpack deliveries and ensure all supplies are clearly labelled with visible expiry dates.
* Maintain clean consult rooms and general spaces to ensure a welcoming and hygienic environment.
* Ensure all consulting rooms are prepared for practitioner use, with adequate stock levels and ready for client consultations.
* Provide additional administrative assistance to the Business and Operations Manager as needed.

Accounts

* Follow up on outstanding client payments in accordance with practice policies and standards.
* Monitor and follow up on aged debts per practice procedures.
* Ensure that all uninvoiced appointments are billed at the end of each day.
* Reconcile accounts receivable on a regular basis in preparation for month-end reconciliation
* Complete daily banking and reconcile transactions in line with practice protocols.

Collaboration

* Offer assistance and support to clinical, nursing, and admin staff as needed.
* Foster an environment that encourages open communication and positive working relationships.
* Gain an understanding of the roles and responsibilities of other team members.
* Participate in team meetings as needed, keeping accurate records and distributing them to staff as necessary.
* Attend recommended training and educational courses to enhance skills and knowledge.
* Coordinate with staff to ensure coverage at reception during break time

WHS and Regulatory Compliance

* Consistently adhere to WHS requirements and procedures.
* Record incidents and near-misses according to practice policy.
* Ensure the reception area is maintained in a safe and organised manner.
* Assist in promoting a culture of safety by supporting staff with WHS training and compliance.
* Stay informed about current and new legislation to ensure the health centre complies with statutory and regulatory obligations, including hazardous materials, safe handling/disposal of medical waste, records management, WHS, RACGP, and NDIS accreditation.
* Complete all mandatory training at regular intervals, ensuring CPR training is current according to RACGP standards.
* Assist the Business and Operations Manager in maintaining accurate records for compliance audits and assessments.

General

* Maintain confidentiality regarding client care and all other practice-related matters.
* Keep reception discussions focused on medical and practice-related topics to maintain a professional atmosphere.
* Contribute to the upkeep of a clean and organised practice, including cleaning spills, tidying the reception/waiting area at the end of the day, and maintaining order in the staff tearoom.
* Adhere to practice dress standards, including wearing a name badge and/or uniform as required.
* Act in the best interests of the practice and foster positive public relations.
* Demonstrate knowledge of and compliance with company policies, procedures, and protocols, and contribute to their development and maintenance when requested.

**Selection Criteria**

**Essential**

1. Previous experience in a general practice/medical environment
2. A strong commitment to support the delivery of high quality, integrated, person-centred, LGBTQ+ inclusive and affirming health care.
3. Proficiency in computer programs such as Office 365 (i.e., Word, Excel, PowerPoint, etc.)
4. Excellent interpersonal skills and able to communicate effectively with a diverse range of people
5. Able to work independently or as part of a team
6. Ability to maintain high levels of professionalism and confidentiality
7. Demonstrated leadership skills, including supervising and overseeing less experienced administration colleagues and volunteers.
8. Work rights in Australia

**Desirable**

1. Lived experience of the LGBTQ+ Community.
2. Deep awareness and understanding of the diversity and health needs of LGBTQ people, including intersecting identities such as cultural background.
3. Experience using Best Practice and HotDoc Software.
4. Understanding of medical terminology
5. Competence in the use of relevant equipment
6. Training or experience in Medicare item numbers

**Additional Information**

*Expected behaviours and personal attributes*

* Adhere to the health centre’s policies and procedures, operating within the scope of professional expertise.
* Possess thorough knowledge of policies and procedural guidelines with legal implications, ensuring documentation meets all legal requirements.
* Identify and address unsafe practices, implementing measures to prevent unsafe actions or legal violations.
* Demonstrate a client-centred approach in service delivery, showing genuine empathy and attentiveness to client needs.
* Exhibit excellent interpersonal and communication skills, effectively engaging with individuals from diverse age groups, social backgrounds, and cultures.
* Always maintain a professional and approachable appearance, demonstrating courtesy and positivity while representing the practice.
* Perform duties with diligence, honesty, and integrity.
* Maintain strict confidentiality regarding both client and practice information.
* Work collaboratively and independently, with strong organisational and prioritisation skills, paying close attention to detail.
* Show a commitment to continuous professional development.

**How do I apply?**

You must email the following three documents in MS Word or PDF format to our recruitment service provider at [vacancy@acon.org.au](mailto:vacancy@acon.org.au):

* + 1. **Your completed** [**Kaleido Application Form**](https://www.acon.org.au/wp-content/uploads/2024/12/Kaleido-Health_Employment-Application-Form_V1.0_Jun-2024.pdf)– with all the details filled in**.**
    2. **Your Cover Letter outlining how you meet the Selection Criteria**

Tell us in detail how you meet each of the selection criteria in the position description.

Tell us how your skills and experience relate to the requirements of the role and how you’d use them to excel at it.

To do this, please address each criterion separately. You should use statements with examples that clearly demonstrate your competency in a particular area. Applicants who do not demonstrate that they meet the position's requirements will not be invited to attend an interview.

* + 1. **Your Resume**

Tell us about your current and previous employment and your education. Be sure to include:

1. Your **Name**, **Contact Details** and preferred **Pronouns**.
2. Your **Education,** including any degrees you have received, the institution and its location and the date of your graduation. You might also want to include your major/minor fields, any honours, and publications.
3. Your **Work Experience** including jobs, internships, and volunteer work.

**How does recruitment work?**

There are five main steps in the process:

1. **Application**

ACON (on behalf of Kaleido) receives your application, cover letter and resume. You will receive an email acknowledging receipt of your documents.

1. **Shortlisting**

A selection panel of 2-4 qualified persons will review all the applications and offer interviews to those applicants whose applications best address the position's requirements.

1. **Interview**

If you are shortlisted for an interview, you will be contacted by the Recruiting Manager and invited to an interview. Your interview may take the form of a question-and-answer session, a presentation of your previous work, a test of your computer skills, or any other form that is relevant to the position. The Recruiting Manager will let you know the interview format and any documents, presentations, or examples of previous work that you might need to bring along.

1. **Offer**

Appointments to positions with Kaleido are based on merit. This means that the applicant who is judged to be the most qualified and capable of carrying out the position's duties will be offered the role. The decision to make you an offer is based on your written application, your performance at the interview, successful Referee Checks, Criminal Record Checks, Proof of Vaccination and Working with Children Checks (if applicable).

1. **Acceptance and Commencement**

Once a salary and start date have been agreed, you will receive a commencement pack which includes your contract and other documents (E.g., Code of Conduct, Tax File Declaration, Bank Deposit details, Superannuation Choice forms, etc.). Once these are returned, you are ready to start work on your agreed date.

**How long does it take to hear back on my application?**

If you have applied via email, you will be sent a return email within 1-3 business days acknowledging receipt of your application and informing you of the date by which all successful applicants will be notified that they have progressed to the next stage of the recruitment process. If you have not been contacted by this date, then unfortunately, your application has not been successful.

If you are successful in gaining an interview, the Recruiting Manager will contact you to arrange a suitable date and time for interview. If you are not selected for an interview, you will not receive any further notifications regarding your application for this role. We appreciate the time you took to respond to our advertisement and for your interest in Kaleido Health, and we encourage you to apply for future roles that are advertised that fit your skills, experience, and qualifications.

**Equal Opportunity Statement**

*Kaleido Health Centre* is an equal opportunity employer committed to creating a work environment where all employees are respected, connected, and can contribute, regardless of age, culture, disability, family and caring responsibilities, gender identity, Indigeneity, religion, or sexuality.

We are grounded in the belief that diversity is our strength, our differentiator, and at the core of who we are and what we do. As part of our commitment to inclusion, we encourage applications from people living with HIV, Aboriginal and Torres Strait Islander people, LGBTQ+ people from culturally, linguistically and ethnically diverse, migrant and refugee backgrounds, LGBTQ+ people of colour, unemployed job seekers, and people with disability.