Job Description and Duty Statement

Position	**Reception / Office Administrator**
Organisation	Boab Health Services Pty Ltd
Status of employment	Full Time
Hours of employment	**75 hours per fortnight**
Salary	$63,626 - $72,272 Pro rata commensurate with skills and experience,
Reports to	Chief Executive Officer
Location	Broome

About Boab Health

Boab Health Services Pty Ltd is a not-for-profit primary health care organisation servicing the Kimberley region of Western Australia. Services include allied health, mental health and the Integrated Team Care program and a range of health promotion programs. Boab Health Services delivers these services from centres in Broome and Kununurra with outreach to the wider communities in the Kimberley. For further information about the services we provide, visit our website www.boabhealth.com.au

Position Details

This position is responsible for both welcoming and being the first contact point for clients and community partners of Boab Health Services and performing other administrative roles including backup support for clinical administration and administrative support to the Executive Management Team as required.

Core Responsibilities

- Answer the phone in a timely and professional manner and provide excellent customer service to all callers and clients attending the office;
- Manage the reception email, distributing emails to required parties;
- Problem-solving for clients in relation to appointment schedules and management;
- Assist with other administration functions as needed, including filing, printing, laminating, scanning, and archiving of files as requested;

General Responsibilities

- Entering referrals into MMEx Support and maintain day-to-day functions and needs of the office;
- Assistance with the booking of clinics for the allied health and mental health teams and liaising with patients regarding their appointments.
- Assist with the sleep studies service.
- Undertake projects and portfolios in line with program goals and objectives as directed by the leadership team and directed through the Performance and Planning Review process.

Other

- Complete all outlined tasks within the time frames required by Boab Health Services;
- Conduct all activities in compliance with relevant legislation, including Equal Employment Opportunity, Occupational Health and Safety, and all policies, procedures and guidelines as determined by Boab Health;
- Identify and report risks, including the capture of incidents and complaints in Logiq.
- Participate in professional and performance development as required.

All staff members working at Boab Health are expected to conduct work activities consistent with relevant health and safety legislation and contemporary best practice. **New employees are expected to undertake a national police clearance check prior to employment.** Staff members are to deliver programs with respect to the environment and in accordance with current practices for efficient resource utilisation and waste management principles. Staff members are to conduct all patient/consumer interventions, training and educational activities with respect to the culture and heritage of the individual, group or stakeholder.

Selection Criteria

Essential:

- Demonstrated previous experience in providing reception duties and or clinical support.
- Well-developed interpersonal skills with the ability to effectively communicate with people at all levels and work in a team environment.
- Ability to work independently and strong organisational skills including the ability to manage workloads and prioritise duties and perform under pressure.
- Demonstrated skills and experience in IT, including desktop computers, word processing, Excel spreadsheet and database software packages.
- Proven ability to maintain and support strict confidentiality.

Desirable

- Experience working a health environment
- Knowledge/experience of the primary Health care environment, and associated systems (i.e., MMEx)

Further Information

For further information, please contact:
Kelly Mackenzie
Chief Executive Officer
www.boabhealth.com.au
kelly.mackenzie@boabhealth.com.au

TO APPLY Please forward a letter of application addressing the **selection criteria** and a brief **resume, including at least two referees,** to people@boabhealth.com.au. Applicants should review the "Guide for Applicants" on our website under "Positions Vacant" before submitting their applications.

Boab Health Services is an Equal Opportunity Employer.
We value and encourage diversity within our workforce.