



Clinic Receptionist

QUT Health Clinics

FACULTY OF HEALTH
ACADEMIC DIVISION



About QUT

QUT is a major Australian university with a global outlook and a 'real world' focus. We are one of the nation's fastest growing research universities and our courses are in high demand.

We are an ambitious and collaborative institution that seeks to equip our students and graduates with the skills they will need in an increasingly disrupted and challenged world. We are transforming the student experience we offer our 50,000 students and we place a premium on the international and national accreditation of our various professional degrees.

Our internationally award-winning Science and Engineering Centre is home to The Cube, acknowledged as one of the world's largest digital interactive learning and display spaces. QUT established the world's first Creative Industries Faculty, and we invest heavily in collaborative learning and interdisciplinary research environments, including the \$95M Education Precinct.

Further information about QUT can be obtained from the website at www.qut.edu.au.

Our Vision

QUT's [Blueprint 6](#) is our institutional strategic plan. The Blueprint formalises QUT's ambitions and declares our strong sense of purpose which is to provide transformative education and research relevant to our communities. It provides a framework and strategies to enable QUT to realise our vision to be the university for the real world and identifies the following priorities:

- support aspiration and inclusion
- encourage creativity and entrepreneurship
- embrace digital transformation and technology
- embed principles of health and wellbeing
- support Indigenous Australian engagement, success and empowerment
- enable professional engagement and ethical leadership and,
- focus on the environment and sustainability

Aligned to and supporting our vision are the QUT Values. These Values highlight what makes QUT distinct and successful. Providing a compass for our decisions, actions and behaviours and strengthening our community.

QUT Values

- Ambition
- Curiosity
- Innovation
- Integrity
- Inclusiveness

About the Faculty

QUT has embraced a collaborative approach to improving the health of our nation, bridging the gap between science and better health through a focus on prevention, evidence, innovation and real outcomes.

The Faculty of Health is led by the Executive Dean and the Executive Management Team comprising the deputy dean, heads of schools, and other senior faculty staff. The faculty's schools are established around disciplines with affinities that promote integration and collaboration in teaching and research, and provide a sustainable foundation upon which to build areas of strength. Its organisational structure includes the:

- School of Biomedical Sciences
- School of Clinical Sciences
- School of Exercise and Nutrition Sciences
- School of Nursing
- School of Optometry and Vision Science
- School of Psychology and Counselling
- School of Public Health and Social Work.

QUT's Faculty of Health attracts high-quality students with more than 10 000 students enrolled in undergraduate, postgraduate coursework and research higher degree programs across its seven schools.

Drawing on its reputation for teaching excellence, the Faculty of Health produces graduates who are highly sought after in the commercial, scientific, health and community sectors. The faculty's applied research activity is focused on improving health and wellbeing, and preventing disease. This high-impact and internationally recognised research continues to make a significant and positive contribution to the ongoing development of the brand of QUT, as well as providing opportunities to develop partnerships.

In 2018, the Faculty of Health's corporate review provided recommendations that have enabled the faculty to build on its current

strengths, and ensure its long-term success, focusing on key themes that relate to strategic direction, students, learning and teaching, research and innovation, and people, culture and sustainability.

The Faculty of Health operates across the university's two campuses, Kelvin Grove and Gardens Point, and several distributed sites. The proximity of the Kelvin Grove campus to hospital facilities at Herston provides the faculty with a distinct competitive advantage and a renowned precinct that offers transformative education, aligned biomedical research and industry engagement.

About the Position

The Clinic Receptionist is responsible for providing high quality friendly, caring, efficient and competent service for patients, clients and others accessing the QUT Health Clinics.

This position works in a team environment and reports to the QUT Health Clinics Reception Supervisor for supervision, workload management and for Performance Planning and Review (PPR).

Key responsibilities include:

- Providing a professional reception service to the QUT Health Clinics on all levels, including answering counter and telephone enquiries efficiently, managing computerised appointment scheduling, managing patient waiting times and prioritising duties and patients based on needs as appropriate
- Customer service focus to a diverse range of clients
- Managing the basic functions of Microsoft Office, telehealth and database programs, including word processing, spreadsheets, diary management, email and patient management systems
- Receipting and reconciling all monies received accurately on a daily basis, and maintaining records of financial transactions using clinical management computer programs
- Maintaining confidential hard copy filing systems and/or computerised databases of client details for all clinics and programs, including personal details, referral source and documentation etc
- Compliance with health and safety policies, procedures, hazard reporting and safe work practices.

To ensure job flexibility the successful appointee may be required to:

- perform any other duties as nominated by the University consistent with the relevant classification descriptors detailed in the Enterprise Agreement. Staff undertaking any new duties will receive training;
- participate in job rotation or multiskilling in consultation with their supervisor;
- work across campuses

Type of appointment

This appointment will be offered on an ongoing, full-time basis.

Location

Kelvin Grove campus.

Selection Criteria

1. Demonstrated experience in healthcare reception functions with a minimum of three (3) years' experience in a busy healthcare service environment.
2. Demonstrated ability to meet deadlines, balance competing priorities and multi-task in a busy healthcare environment.
3. Demonstrated high level interpersonal and communication skills, including experience in liaising with a diverse range of people.
4. Ability to work autonomously and contribute to a positive team environment.
5. Demonstrated IT healthcare systems experience.

Remuneration and Benefits

The classification for this position is Higher Education Worker Level 4 (HEW4) which has an annual remuneration range of \$73,283 to \$77,098 pa. Which is inclusive of an annual salary range of \$62,453 to \$65,705 pa and 17% superannuation.

In July 2020 QUT staff voted in favour of a variation to its Enterprise Agreements. The variations were approved by the Fair Work Commission in August 2020.

The variation impacts leave loading (for new staff no loading will be paid or accrued during the period the variation is in effect), salary increases (the salary increase which was due to occur in the first full pay period of December 2020 has been deferred until the first full pay period of December 2021) and superannuation (superannuation will be paid to staff as though the salary increase which would have been

paid in December 2020 has taken effect and, subject to the rules of the superannuation fund, a defined benefit member will continue to make contributions in alignment with the contributions made by the University). A link to the variation is [here](#).

Beyond personal and professional fulfilment, a career at QUT brings a broad range of tangible benefits. With competitive remuneration including superannuation, the University offers real and generous benefits.

QUT is a high quality and flexible organisation that is proud of its excellent employment conditions which include but are not limited to:

- Reduced working year scheme
- Parental leave provisions
- Study support encompassing leave and financial assistance
- Comprehensive professional development
- Salary Packaging

Further benefits can be found at the [Life at QUT](#) page.

Information for applicants

The position is open to ongoing staff whose substantive position is redundant or a staff member whose substantive position is in a job family to be reduced in size or any ongoing, fixed-term, casual or sessional staff member including those employed on or after 23 April 2020.

Indigenous Australians who have not been employed by QUT previously are also eligible and are encouraged to apply. If there are applications from phase 1 eligible staff, these will be assessed by the selection panel. In the event that there are no suitable candidates from phase 1, applications from phase 2 candidates will be provided to the Selection Panel.

For further information about the position, please contact Denise Coutts, Reception Supervisor on (07) 3138 6799; or for further information about working at QUT contact Human Resources on (07) 3138 4104.

Candidates who are interested in the position are encouraged to apply even though they may feel they are not strong on individual selection criteria.

In assessing merit, the panel will take into

consideration “performance or achievement relative to opportunity”. We recognise that many staff today have a range of personal circumstances, and career histories that challenge traditional ideas of a staff member. This may mean, for example, prioritising the quality of achievement rather than the quantity, as considerations of part-time employment, career interruptions and significant periods of leave are taken into account when assessing performance or achievement.

How to Apply

For further information and to apply, please visit www.qut.edu.au/careers for reference number **21231**.

When applying for this position, a Curriculum Vitae and up to a two-page covering letter outlining your suitability for the role against the selection criteria will be required.

Applications close 14 March 2021