

## STATEMENT OF DUTIES

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| <b>Position No:</b>  | 30639  |
| <b>Position Title:</b>   | Telephonist/Receptionist   |
| <b>Location:</b>   | Mid North Coast Local Health District  |
| <b>Facility:</b>   | Macksville   |
| <b>Award Classification &amp; Grade:</b>   | Telephonist Level 3  |
| <b>Industrial Award:</b>   | Health Employees' Administrative Staff (State) Award   |
| <b>Hours/Roster:</b>   | 38 hours per week  |
| Duties must reflect any relevant Award Requirements and be consistent with the Position Description, NSW Health Code of Conduct and MNCLHD Delegations Manual. |  |
| <b>Duties:</b>   | <p><b>Cashier</b></p> <ul style="list-style-type: none"> <li>• Receipt all inpatient, non-inpatient and diagnostic services fees for patients attending the reception desk.</li> <li>• Receipt all postal remittances and record receipt number on cheques and in remittance book.</li> <li>• Receipt all miscellaneous debtor payments for patient purchases.</li> <li>• Receipt all donations and forward receipt to executive for acknowledgment.</li> <li>• Be familiar with "Cash Handling Procedure" MNC-PRO-0032-16 and "Patient Valuables and Property Procedure" MNC-PRO-0031-16.</li> <li>• Maintain Petty Cash system. Complete monthly reconciliation of Petty Cash balances and expenditure. Prepare and submit request for recoup to Health Support Services.</li> <li>• Issue petty cash as authorised to patients and visitors.</li> <li>• Prepare banking for collection by external courier on Monday's and ensure it balances to the total of all receipts.</li> <li>• Return patient valuables in line with procedure MNC-PRO-0031-16.</li> <li>• Complete annual procedures in line with MNC-PRO-0031-16.</li> <li>• Maintain register of accountable documents</li> </ul> <p><b>Reception</b></p> <ul style="list-style-type: none"> <li>• Make appointment bookings for Radiology.</li> <li>• NAP registrations for daily Physiotherapy and Radiology patients.</li> <li>• Keep record of equipment on loan to patients.</li> <li>• Ensure all patients with admission dates are given accurate information regarding admission time.</li> <li>• Enter Request for Elective Admission (RFA) forms into Cerner PAS system in a timely manner. Send acknowledgement letters to Category 2 and 3 patients.</li> <li>• Daily distribution and posting of mail and freight deliveries for the facility.</li> </ul> |

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|                                   | <p><b>Telephonist</b></p> <ul style="list-style-type: none"> <li>• Operate switchboard in a friendly, helpful manner.</li> <li>• Handling telephone and in person inquiries from patients and members of the public in a confidential manner.</li> <li>• Take messages and email to appropriate staff.</li> <li>• Other duties as directed and consistent with the award.</li> </ul> |
| <p><b>Employee Signature:</b></p> |  |
| <p><b>Employee Name:</b></p>      | <p style="text-align: right;"><b>Date:</b></p>   |
| <p><b>Manager Signature:</b></p>  |  |
| <p><b>Manager Name:</b></p>       | <p style="text-align: right;"><b>Date:</b></p>   |