

# JOB DESCRIPTION



<b>Position:</b>	<b>Medical Receptionist, ELIA Lifestyle Medicine Centre</b>
<b>Status:</b>	Part-time
<b>Employer:</b>	Seventh-day Adventist Church (SPD) Limited
<b>Department/Service:</b>	ELIA Wellness
<b>Reports to:</b>	Centre Manager, ELIA Lifestyle Medicine Centre
<b>Location:</b>	Sydney Adventist Hospital 185 Fox Valley Road, NSW 2076
<b>Date Revised:</b>	12 November 2025

## Organisation Environment:

The South Pacific Division (SPD) of the Seventh-day Adventist Church office is the administrative headquarters for Australia, New Zealand, and most of the South Pacific Island nations. The focus of this office as a Christian organisation is to be a catalyst for a disciple making movement that enables people to follow Jesus Christ, obey His commands together, and continue to multiply and serve the community.

### Mission:

Make disciples of Jesus Christ who live as His loving witnesses and proclaim to all people the everlasting gospel of the Three Angels' Messages in preparation for His soon return. (Matthew 28:18-20, Acts 1:8, Revelation 14:6-12)

### Vision:

A thriving Adventist movement living our hope in Jesus and transforming the Pacific.

### Purpose:

To inspire hope and wholeness of life in our communities.

### Values:

- ❖ **Faithfulness:** We are committed to God's Mission.
- ❖ **Integrity:** We walk the talk.
- ❖ **Respect:** We value all people.
- ❖ **Service:** We are here to serve others.
- ❖ **Courage:** We stand for what is right.

ELIA Wellness is a health promotion charity and we empower people to whole-person health because we care about the community. We partner with expert health professionals to provide

evidence-based resources to help manage and prevent disease through whole-person health. We create whole-person health resources to bring health, healing and hope to our members and the community. ELIA stands for Empowering Lifestyle Innovation Advocates and is an Adventist Health initiative under the South Pacific Division umbrella.

- This role reports to the Practice Manager, ELIA Lifestyle Medicine Centre.
- Appointed by the Seventh-day Adventist Church (SPD) Limited.
- Term is part-time (up to 16 hours per week) and dependent upon ongoing satisfactory performance and the availability of ongoing work.
- Employed under the SPD Enterprise Agreement 2023.

### **Primary Objective:**

Provide high-quality reception and administrative support for patients and staff at the ELIA Lifestyle Medicine Centre. Ensure efficient appointment scheduling, billing, and patient record management while maintaining confidentiality and supporting a caring environment.

### **Key Accountabilities:**

#### **Operations**

1. Manage reception duties and administrative tasks with professionalism, maintaining confidentiality at all times. This includes greeting patients, answering calls, scheduling appointments, and maintaining patient records.
2. Maintain patient records and process billing accurately, demonstrating attention to detail and customer service by ensuring a smooth patient experience.
3. Prioritize core administrative task and support programs as agreed with manager.
4. Ensure clinicians' appointments run smoothly by confirming bookings and preparing necessary documentation.
5. Undertake additional tasks as time permits to ensure the smooth running of the Lifestyle Medicine Centre reception, ensuring teamwork and collaboration through caring interactions.

#### **Communication Skills**

6. Provide clear, courteous communication with patients and staff in person and by phone, exemplifying interpersonal skills and a patient-focused approach.
7. Listen actively to patient needs and respond promptly, aligning with customer service and health promotion principles.
8. Maintain accurate records and essential documentation with integrity and professionalism.

#### **Education**

9. Attend mandatory training and essential staff meetings scheduled within allocated hours, demonstrating commitment to mission and teamwork.
10. Support educational activities as time permits and as directed by the Practice Manager.
11. Maintain compliance with workplace health and safety principles and standards, including infection control.

#### **Purchasing and Maintenance**

12. Assist with basic housekeeping during shifts, maintaining a clean and welcoming environment that reflects customer service values.

13. Assist with purchasing or equipment maintenance tasks as requested by the Practice Manager with integrity and accountability.

### **Workplace Culture**

14. Contribute to a positive, patient-focused, mission-driven work environment aligned with Adventist Health and ELIA Wellness values that models respect, service and teamwork.
15. Undertake additional duties as time permits as requested by the Practice Manager.

### **Mandatory Training:**

- Be orientated to SPD.
- Attend CPR training annually.
- Complete annual Fire Awareness and Emergency Evacuation training.
- Complete annual Non-Clinical Infection Prevention and Control training.
- Complete annual Cyber Security training

### **Key Communications:**

Contact/Organisation	Purpose and Frequency
<b>INTERNAL</b>	
<ul style="list-style-type: none"><li>• ELIA Lifestyle Medicine Team</li><li>• ELIA Executive Director</li></ul>	<ul style="list-style-type: none"><li>• Participate when requested in administration and projects regarding the ELIA Lifestyle Medicine Centre.</li><li>• Regular and ad hoc team meetings</li></ul>
<b>EXTERNAL</b>	
<ul style="list-style-type: none"><li>• SAN Hospital Departments, GP/Specialist practices, and Organisations.</li></ul>	<ul style="list-style-type: none"><li>• Liaise as needed to maintain relationships and provide support to patient health outcomes and financial targets.</li></ul>

### **Requirements, Knowledge, Skills and Experience:**

#### **Essential**

1. Must be supportive of the values, beliefs and mission of the Seventh-day Adventist Church.
2. Commitment to the mission of the ELIA Lifestyle Medicine Centre and Adventist Health.
3. Ability to maintain strict medical privacy and confidentiality.
4. Previous experience in a similar role (medical reception or healthcare office administration).
5. Demonstrated commitment to customer service with excellent people and relationship building skills.
6. Ability to work as part of a team and within an interdisciplinary healthcare model.
7. Proven attention to detail.
8. Effective written and oral communication skills.
9. Knowledge of Best Practice and/or other equivalent clinical patient management software.
10. Proficiency in Microsoft Office Suite.

#### **Desirable**

1. Prior involvement in Lifestyle Medicine programs or initiatives.

2. Completion of a Medical Terminology certificate.
3. Understanding of lifestyle management in preventing chronic disease.

### Behavioural Competencies:

In conjunction with the Competency Framework factsheets, the incumbent is expected to demonstrate the following competencies:

- **Relating and Networking (3.1)** - Establishes good relationships with colleagues; builds wide and effective networks.
- **Writing and Reporting (4.1)** - Writes clearly, succinctly and correctly; writes convincingly in an engaging and expressive manner.
- **Delivering Results and Meeting Customer Expectations (6.2)** - Focuses on customer needs and satisfaction; sets high standards for quality and quantity.
- **Following Instructions and Procedures (6.3)** - Follows procedures and policies; keeps to schedules; arrives punctually for work and meetings.

### Workplace Health and Safety:

As an employee of the South Pacific Division you are required to:

1. Carry out your duties in a manner which does not adversely affect your own health and safety or that of others;
2. Cooperate with measures introduced in the interests of work health and safety (WHS);
3. Undertake relevant training provided in relation to WHS;
4. Immediately report all matters which may affect workplace health and safety to your supervisor;
5. Correctly use any information, training, personal protective equipment and safety devices provided;
6. Refrain from intentionally misusing or recklessly interfering with anything that has been provided for health and safety reasons;
7. Undertake only those tasks for which you have authorisation and/or the necessary training, and for which all necessary safety arrangements are in place; and
8. Cooperate with arrangements made to assist the return-to-work of ill or injured staff.

### Confirmation:

Name of current incumbent: New Recruit

Date of commencement in position: TBC