

POSITION DESCRIPTION

Position Title	Receptionist (Cabrini Women's Mental Health)
Reports to (Title)	Nursing Unit Manager, Cabrini Women's Mental Health
Group Director/ Chief	Group Director, Mental Health and Outreach
Department	Mental Health
Position Location	Hopetoun
Award/Agreement	Cabrini Support Services Agreement 2025
Delegation of Authority Level	N/A

Position Summary & Role Purpose

The Receptionist provides professional reception, administrative and patient service support within Cabrini Women's Mental Health. The role is responsible for welcoming patients, families, clinicians and visitors, managing telephone enquiries, supporting patient admissions and discharges, processing patient billing and receipting, maintaining accurate patient information and completing daily administrative requirements.

As an important initial point of contact for patients accessing Cabrini Women's Mental Health, the Receptionist contributes to a welcoming, professional and supportive patient experience. The role requires a high level of customer service, confidentiality, attention to detail and the ability to work calmly and efficiently within a busy mental health environment, both autonomously and as part of a multidisciplinary team.

Key Result Areas

1. Key Responsibilities, Outcomes and Activities

1.1 Operational Responsibilities

- Provide professional, welcoming and compassionate reception services to patients, families, visitors, clinicians and other stakeholders attending Cabrini Women's Mental Health.
- Respond to telephone enquiries and requests in a timely, courteous and professional manner, providing appropriate information or directing enquiries to the relevant clinician or service.
- Demonstrate patience, empathy and professionalism when interacting with patients who may be experiencing distress or other mental health concerns.
- Maintain a high level of confidentiality and discretion when handling sensitive patient information, particularly in relation to mental health care.
- Manage competing priorities and respond appropriately to changing demands while maintaining accuracy, professionalism and a patient-centred approach.
- Receive and process patient registration and demographic information, ensuring accurate data entry and maintenance of patient records.
- Complete patient admission and discharge processes, ensuring required documentation is accurate, timely and communicated to relevant clinical and administrative staff.
- Process patient billing, receipting and payments, including private health insurance, excess, co-payment, self-funded and other patient charges, and follow up outstanding accounts as required.

- Provide patients, families and visitors with relevant information and assistance, including directions and wayfinding within the service.
- Prepare and provide patient information packs and relevant health fund or service information required for admissions, discharges and appointments.
- Ensure patient documentation is accurately scanned, uploaded and filed in the relevant electronic and/or physical record systems.
- Run and action daily reports and complete associated administrative follow-up as required.
- Liaise with clinicians, nursing staff, administration, patients and external stakeholders to support the smooth and efficient operation of the service.
- Open and close the reception area as required and ensure the reception and waiting areas are clean, organised, professional and welcoming.
- Work effectively both autonomously and as part of the Cabrini Women's Mental Health team, consistently demonstrating Cabrini's values and commitment to customer service excellence.
- Maintain knowledge of and comply with Cabrini policies, procedures, privacy requirements and relevant administrative processes.
- Undertake other reception, administrative and patient-related duties as directed by the Nursing Unit Manager, within the scope of the role.

1.3 Resource Management

- Adherence to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter
- Performs word processing/typing duties, photocopying, preparing reports, correspondence, minutes and other documents as required by the Nurse Manager and the filing and maintenance of patient records
- Able to use the Patient Administration System (PAS), as directed by the Nurse Manager.

1.4 Contributes to the achievement of professional expertise for self and direct reports through:

- Maintenance of ongoing personal professional development / continuing education
- Personal application of the Cabrini performance management framework
- Identifying, encouraging and monitoring the continuing development of others within a learning culture.

2. Work Health and Safety

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from

the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

3. Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high-quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

4. Child Safety

Cabrini complies with the Victorian Child Safe Standards, as updated in 2022. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies as amended from time to time including the following:

- Child safe organisational framework
- Child safety code of conduct
- Child safety reporting policy and procedure

Organisational Relationships

- Reports directly to the Nursing Unit Manager, Cabrini Women's Mental Health
- Maintains close and collaborative working relationships with the Nursing Unit Manager, nursing and clinical teams, Cabrini Women's Mental Health Administration Team, Patient Accounts, Finance, Health Funding and Patient Services, as well as patients, families and other internal stakeholders.

Staff Development

The Receptionist will demonstrate a commitment to personal and professional development of self and staff by:

- Participating in professional development programs
- Maintaining own skills and knowledge
- Remaining up to date with contemporary human resources practices
- Contributing to the Cabrini professional development program as required
- Participating in performance reviews in accordance with Cabrini policy

Key Competencies

The Receptionist must demonstrate the following requirements:

ESSENTIAL

Experience

- Demonstrated experience in reception, administration and/or a customer service environment.
- Strong customer service focus and professional telephone manner.

- Demonstrated attention to detail and accuracy in data entry and record keeping.
- Ability to maintain accurate and complete records in accordance with established workflows and processes.
- Ability to remain calm and effective when managing competing priorities in a busy environment.
- Understanding of the patient experience and ability to demonstrate empathy, patience and professionalism in patient interactions.
- Demonstrated ability to work autonomously and collaboratively with colleagues and managers to achieve service objectives.
- Professional verbal, written and interpersonal communication skills.
- Ability to maintain confidentiality and discretion when dealing with patients and sensitive information.
- Demonstrated computer literacy and ability to learn and use patient administration systems.
- Demonstrated reliability, punctuality and commitment to professional standards.
- Commitment to Cabrini's values of compassion, integrity, courage and respect in all aspects of work and conduct.

Knowledge

- Knowledge of medical terminology relevant to a healthcare setting.
- Understanding of patient confidentiality, privacy and information management requirements.
- Experience working with patient administrative systems.
- Sound computer literacy, technology and accurate data entry skills.

Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment / Employment Agreement

Cabrini Mission, Values and Behaviours that Matter

Our mission

WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

Our values

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God’s all-inclusive love
- We look for the good in each other and recognise each person’s contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services”.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role



Authorised: Sharon Sherwood, Group Director, Chief of Mental Health and Outreach

Date: 21 August 2026