

Bulgarr Ngaru Medical Aboriginal Corporation

Bulgarr Ngaru Medical Aboriginal Corporation (BNMAC) is an Aboriginal Community Controlled Health Organisation has a number of receptionist roles available in Casino and Tweed Heads South NSW

**2 x Receptionist in Casino
1 x Receptionist in Tweed Heads South
Fixed Term 12 month Contracts**

Aboriginality is a genuine occupational requirement of this position, exemptions claimed under Section 14D of the Anti Discrimination Act NSW 1977.

In this role you will be responsible for the coordination of the reception area and supporting the professional operation of the medical service. You will be working in a professional environment assisting Aboriginal people with a range of complex health related issues.

To be successful, you must also possess strong attention to detail, knowledge and experience in reception and administration; the ability to maintain confidentiality and privacy; the ability to build and maintain strong relationships in the local community; a knowledge of Aboriginal community controlled organisations; and the demonstrated ability to liaise and network with a range of Aboriginal and non-Aboriginal organisations.

Critical Responsibilities:

The successful applicant will be responsible for:

- Booking client appointments
- Providing efficient and courteous customer service
- Providing clerical support to BNMAC clients, relatives and visitors.
- Completion of clerical procedures relating to the registration of clients in computer based systems such as Medical Director and Pracsoft, and ensuring Medicare details are correct.
- Providing communication support to BNMAC staff
- As this is a key front line role you will be required to be well presented, welcoming and professional.
- General office duties.
- Contributing to the wellbeing of the medical service by actively participating in a cooperative and team effort across all activities and within the Service.

Critical Selection Criteria:

Essential

- Aboriginality is a genuine occupational requirement of this position, exemptions claimed under Section 14D of the Anti Discrimination Act. NSW 1977.
- Current NSW Working with Children Check and National Police Check
- Excellent written and verbal communication skills.
- Well-developed interpersonal and customer service skills.
- Prior experience working in a front line customer service role.
- Demonstrated computer literacy including proficient keyboard and data entry skills
- Ability to work effectively as part of a multi-disciplinary team.
- Considerable tact and diplomacy with ability to maintain confidentiality.
- Proven ability to display a professional courteous manner when dealing with patients, staff and the general public.
- Ability to work independently and to demonstrate initiative.

Desirable

- Understanding of Medicare arrangements.
- Previous experience in Medical Reception
- Knowledge of medical terminology

Please address the selection criteria above and send your application including a CV to hr@bnmac.com.au and identify which location you are applying for i.e. Tweed Heads South or Casino

Please be aware that Bulgarr Ngaru Medical Aboriginal Corporation will be closed from Monday 23 December 2019 to Friday 3 January 2020 inclusive

Closing date: 31 January 2020