

Allied Health Receptionist - Position Description

POSTION TITLE	Allied Health Receptionist
DEPARTMENT / INDUSTRY	Health Services
AWARD / AGREEMENT	Health Professionals and Support Services Award 2020
CLASSIFICATION / GRADE	Level 3

About YMCA South Australia

“We work together from a base of Christian values to provide opportunities for all people to grow in body mind and spirit” (our mission).

YMCA South Australia is a not-for-profit community organisation that has served the South Australian community for 175 years. With approximately 1,200 employees (and growing), we deliver programs and services across the state in settings including community recreation centres, swimming pools, health and fitness facilities, community centres, camps, early education and schools and youth services.

Our aim is to develop the whole person, helping all South Australians connect with a better life. Not only their physical fitness and capabilities, but also their sense of identity, purpose, hope and dignity; psychological health; resilience; social connectedness; lifelong learning; and their own contribution back into the community. All the elements that together constitute a full, healthy, productive, and satisfying life.

Our vision is to see **“lives enriched through wellbeing”** in this wider, and more integrated, sense across all of the South Australian communities in which we work.

The Y Factor

YMCA South Australia’s culture is characterised by what we call “the Y Factor” – **“genuine care for the whole person, for every person.”** This ethos runs deep at the Y, being evident in our rich history of positive change around the world. This kind of authentic concern for others opens the opportunity for deeper and more profound impact – both on the community’s wellbeing and our own as staff and volunteers. The YMCA is an environment in which everyone is to be recognised and appreciated as the unique and inherently valuable person they are. A place in which every person can “grow in body, mind and spirit”.

For further information regarding YMCA South Australia, please visit www.sa.ymca.org.au.

Position Summary and Requirements

“As a member of staff at YMCA South Australia, this position requires you to work as part of a team committed to goals and mission that actively fosters community participation and involvement.”

The Allied Health Receptionist is typically the first point of contact for clients accessing YMCA South Australia’s growing, multi-disciplinary allied health service. This role is essential in upholding the YMCA Allied Health ‘culture of care’ by delivering exceptional customer service and ensuring smooth, professional, and efficient reception operations.

The Allied Health Receptionist will provide front-line administrative support to clients and clinicians, including appointment scheduling, processing payments, maintaining accurate records, and liaising with referrers and local health organisations such as medical clinics.

Reporting to the Allied Health Practice Manager and working closely with the Head of Health Services, the Allied Health Receptionist will be responsible for ensuring a friendly and professional welcome for all clients, facilitating effective communication between staff, community members, and external stakeholders, and assisting in the day-to-day operation of the allied health reception area.

The Allied Health Receptionist will be proficient in using practice management software, handling sensitive information with confidentiality, and demonstrating strong organisational skills. The role is central to supporting health practitioners in delivering high-quality, client-centred care and ensuring an exceptional client experience across all allied health services.

The YMCA’s goal is to provide an innovative, purpose-driven, client-centred, multi-disciplinary, and holistic approach to allied health services, with a strong focus on community engagement across multiple locations.

Areas of accountability	Key duties
Customer Service	<ul style="list-style-type: none"> • Provide all clients with the highest possible level of service, reflecting the YMCA’s culture of care. • Greet clients and visitors in person, on the telephone, and via email, ensuring a friendly and professional first point of contact. • Accept and manage client bookings in person, over the telephone, via email, and online booking systems. • Use practice management software (e.g., Cliniko) to schedule appointments, manage client records, process payments, and issue invoices. • Process payments from various funding schemes including Medicare, NDIS, DVA, RTWSA, CTP, and private health insurance, including through HICAPS. • Liaise with GP clinics, other health providers, and clients to coordinate referrals and required documentation. • Ensure accurate and timely data entry and record keeping in line with confidentiality and privacy regulations. • Maintain an organised, clean, and welcoming reception and waiting area.

	<ul style="list-style-type: none"> • Act as the communication hub for the Allied Health Clinic, ensuring information is clearly and efficiently shared between clients, clinicians, YMCA centre staff, and other stakeholders. • Build a thorough understanding of the Allied Health Department’s services and procedures to provide accurate information to clients. • Assist clinicians with administrative support as required, including preparing documentation, client forms, and information packs. • Comply with YMCA policies and procedures for safety, training, and document control, and maintain an understanding of emergency procedures and the Centre’s Emergency Action Plan. • Respond promptly to customer needs or concerns to ensure service quality meets agreed standards. • Undertake other reception and administration duties as required to support the smooth operation of the Allied Health service.
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Key Relationships

Reporting to:	Allied Health Practice Coordinator
Direct Reports:	N/A
Key Internal Relationships:	Head of Health Services YMCA South Australia staff and volunteers YMCA staff nationally
Key External Relationships:	Patrons and key stakeholders of YMCA South Australia Clients and Guests Community Groups, including referring Health and Medical Centres

Selection Criteria

Qualifications and Licences – Essential

- National Criminal History Records Check (NCHRC) (must be within 6 months of issue date).
- International police check (for applicants who have worked overseas in the last 5 years).
- DHS South Australian Employment Working with Children Check (WWCC).
- RRHAN-EC Masterclass – Responding to Risks of Harm, Abuse and Neglect – Education & Care.
- HLTAID009 Provide CPR.
- HLTAID011 Provide First Aid.

Knowledge and Experience – Essential

- Friendly, personable and capable of communicating complex services and concepts efficiently and effectively.
- Outstanding in person and telephone etiquette and communication.
- Ability to multi-task, troubleshoot, and work under pressure.
- Proven ability to proactively work without supervision.
- Demonstrated commitment to YMCA core values, and passionate about improving the Health and Wellness of the local community.
- Experience in multi-tasking in a fast-paced environment.
- Excellent interpersonal skills.
- Basic computer skills.
- Experience in a customer focused role.
- Experience with Windows and Microsoft Office, and EFTPOS equipment (desired).
- Experience in dealing with a diverse community.

Personal Attributes

- Demonstrates a commitment to the YMCA’s mission and can role-model the “Y Factor” to others.
- Creates a fun and exciting work atmosphere that is hardworking, and goal orientated.
- Demonstrated ability to work effectively both independently and as part of a team.
- Creates a welcoming atmosphere by engaging all people in a friendly and approachable manner.
- Works as part of a team and shows professionalism.
- Punctual in both attendance on shift and attendance at staff meetings.
- Promptly responds to customers’ needs or concerns.
- Recognises and acts on the need for support and will accept and delegate responsibility when required.
- Models, demonstrates, and teaches positive values like caring, honesty, respect, and responsibility.
- Maintains high standards of presentation and personal grooming.

Safeguarding Children and Young People

For young people to be inspired, they must Feel Safe and Be Safe. As part of our Safeguarding Strategy at the Y, we have developed our Safeguarding Framework which aspires to ensure that all Children and Young People are safe and feel safe at the Y, in their families and in their communities.

Our Safeguarding Framework aims to develop:

- A safe culture nationally which empowers Children and Young People by promoting Children and Young Person focused leadership and governance.
- Safe operations to ensure Y People have the right policies, processes and practices to keep Children and Young People safe; and

- Safe environments at the Y and in communities which empower Children and Young People to thrive.

All Y People are integral to ensuring the implementation of our Safeguarding Framework across the Y. Y People in Direct Contact Roles will do this by:

- Upholding the rights of and always acting in the best interest of Children and Young People.
- Fulfilling your responsibilities under safeguarding legislation within your State, including declaring anything you become aware of through the course of your engagement with the Y which a reasonable person would consider could impede your suitability to have contact with Children and Young People.
- Supporting your colleagues, supervisors and/or direct reports to understand their responsibilities under safeguarding legislation.
- Participate in all required Safeguarding Children and Young People training for your role.
- Report any suspicions, concerns, allegations or disclosures of alleged child abuse or neglect in line with policies and procedures.
- Actively participate and contribute to continuous improvement of Safeguarding policies, procedures and practices.
- Maintaining appropriate vetting checks including, but not limited to, Working with Children Checks (or equivalent), National Police Check and International Police Check (as required).
- Support the facilitation of safe operations to ensure Y people have the right policies, processes, and practices to keep children and young people safe.
- Actively participate and contribute to continuous improvement of Safeguarding policies, procedures, and practices.
- Speaking up about any safeguarding risks and/or concerns to ensure that you are supporting the continuous improvement of our spaces and safeguarding practice.
- Complete appropriately detailed risk assessments to address any vulnerabilities to children and young people as required.
- Empower all children and Young People to have a voice particularly in matters that affect them.
- Actively educate, promote and advocate the protection and safety to all children and young people, families and their communities.

Work Health and Safety

You will be required to:

- Familiarise yourself with all policies, procedures, and work practices of YMCA South Australia.
- Maintain currency of knowledge in relation to work health and safety.
- Maintain a working knowledge and understanding of your centre's Emergency Action Plan.
- Take responsibility for your own health and safety and the safety of the work environment.
- Ensure that your actions and omissions do not adversely affect the health and safety of other persons.
- Comply with all reasonable instructions in relation to work health and safety, including YMCA South Australia's policies and procedures as amended from time to time.

- Assist YMCA South Australia to provide an inclusive workplace by adhering to YMCA South Australia’s Access and Inclusion Policy and applicable equal opportunity laws as amended from time to time.
- Inform your manager of any issues or concerns that may affect your ability to perform your role safely.
- Promote a positive safety culture by contributing to the health and safety consultation, communication, and action.
- Respond to plant and building emergencies and act as chief warden in an emergency evacuating the Centre if required.

Approval of Position Description

Date created or revised:	13 August 2025
Approved by:	Kym Siddons- Head of Health Services

Acknowledgement of Incumbent

I acknowledge that I have read and understood the requirements of this position.

Name:	
Signature:	
Date:	