



## Position Description

Position Title	Team Leader – Reception North
Position Number	TBD
Type of Employment	Full time
EFT	1.0EFT
Status	Ongoing
Division	People and Corporate
Unit and Team	Client Access
Enterprise Agreement and Classification	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026  Grade 4
Reports To	Manager Client Access
Primary Location <small>All staff are required to travel between sites</small>	Broadford/ Wallan

## Omnia Community Health

From 1 January 2026, Sunbury and Cobaw Community Health and Nexus Primary Health will merge to form a new, unified not-for-profit community health organisation.

This decision follows an extensive exploration process that confirmed the merger will improve access to safe, high-quality, and sustainable health and community services across the Hume, Macedon Ranges, Mitchell, Murrindindi and Strathbogie local government areas.

The new organisation will bring together the deep community connections, shared values and specialist expertise of both entities. Services will span general practice, allied health, disability support, mental health, early childhood, family services, aged care and community wellbeing, delivered from sites in Broadford, Kinglake, Kyneton, Romsey, Seymour, Sunbury and Wallan, with additional outreach into surrounding communities.

As a community health organisation grounded in the social model of health, our multidisciplinary teams recognise the impact of social, economic, cultural and political factors on health and wellbeing. We work in partnership with individuals, families and communities to deliver person-centred, inclusive and culturally safe care.

All employees contribute to our shared purpose by:

- Supporting community and individual health through health promotion, prevention, early intervention and place-based consultation
- Delivering care and services that reflect the diverse lived experiences of our clients
- Collaborating across teams to drive innovation, equity and continuous improvement
- Embodying the values of respect, inclusion, accountability and partnership

We are an equal opportunity employer and a health-promoting workplace, committed to building a diverse workforce and inclusive culture. We welcome applications from people of all cultural backgrounds, Aboriginal and Torres Strait Islander peoples, people with disabilities, those from the LGBTIQ+ community, and other underrepresented groups.

We are committed to the safety and wellbeing of children and vulnerable people and uphold a shared responsibility in the prevention of and response to family violence. All employees are required to meet relevant compliance and screening obligations as part of their employment.

## Division, Unit and Team

This position sits within the Client Access Unit of the People and Corporate Division and one of two Reception Team Leader roles in the organisation. The Client Access Unit consists of two teams, Reception and Intake, that work closely together to ensure timely access for all clients through the efficient and effective delivery of high-quality entry point client services.

The Reception North Team is the first point of contact for clients accessing services. The team works in close partnership with the organisation's service delivery teams to collaboratively ensure a professional, inclusive and supportive experience across reception, phone, and administrative functions. Working across multiple sites, the team plays a key role in connecting clients with care and coordinating service access across communities.

## Position Overview

The Team Leader Reception North is the leader of the Reception Team across the sites of Broadford, Kinglake, Seymour and Wallan, which are the frontline contact for clients, providing reception services, phone, and administrative support. The role ensures clients receive timely, courteous and efficient service and supports the broader organisation through data entry, billing, bookings and records management. The role contributes to a welcoming, safe and culturally sensitive environment for all clients and visitors. The role will provide leadership support, supervision and performance management to all members of the team.

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Positions reporting to this role are:

- Customer Service Representatives
- Casual Customer Service Representatives

## Duties and Responsibilities

### Leadership

Team Leaders possess specific skills and knowledge in and work in an area of their profession requiring high levels of specialist knowledge. Team Leaders provide managerial and clinical (where required) supervision for staff that can be in different geographic locations or service types, budgets, human resources, health and safety within their team and quality assurance work including the development and design of policies, procedures and work instructions.

Team Leaders also possess skills in collaborative partnerships with service delivery teams and will be required to work across the organisation. The Team Leader North works predominantly but not exclusively across the Local Government Areas of Mitchell, Murrindindi and Strathbogie.

To provide coordination, direction and leadership to the Client Access Team (North), with responsibility for; the day-to-day operations of the team, including:

- Ability to lead people throughout the employee lifecycle by engaging and supporting employees in performance management processes, facilitating regular supervision with employees and mentoring of new team members and students (if applicable).
- Modelling our values and promoting a positive workplace culture.
- Fostering a culture of employee involvement, innovation, development, recognition and celebrating successes.
- In conjunction with the Manager, support Team responsibility for operational budgets, human resources, health and safety management of staff, (clinical or operational) and service outcomes in the program, provision of professional leadership and guidance of staff.
- Allocate (rostering) and control staff and resources to ensure reception activities are carried out efficiently and effectively with adequate staffing levels.
- The Team Leader is the first point of contact for external contractor or internal client or staff feedback.
- Lead the team in undertaking best practice initiatives and quality improvement projects in relation to promotion and active engagement to provide an excellent client experience.
- Ensuring all team members are aware of, and fully participate in, the requirements of the daily operations through effective communication, collaboration by the team and information sharing.
- Liaise and be the key contact with the broader organisation for client service issues.
- Administration and reception duties as required.

### Program management, including:

- Establish and maintain appropriate communication processes with internal and external stakeholders to strengthen and expand the service provisions of the Client Experience Team.
- Monitoring and communicating team staff absences and leave to internal Omnia teams.
- Participate in program specific accreditation processes.

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- Plan, monitor and report on the allocated budget.
- Monitoring of call and appointment data to plan workload.
- Assist manager in planning, delivery and evaluation of programs and services including the delivery of work instructions, training of new starters and ongoing embedding of processes and development of business rules to ensure consistent practices in the application of the team.
- Ensure corporate services tasks such as stationery orders, post and banking are completed in a timely manner.

## Key Selection Criteria

### Essential

1. Demonstrated commitment to the principles of community health and the social model of health, including the ability to work in partnership with individuals, families and communities to address the social, cultural, economic and environmental factors that influence health and wellbeing.
2. Demonstrated understanding of and commitment to delivering services that are person-centred, inclusive and responsive to the diverse needs, backgrounds and lived experiences of clients, including Aboriginal and Torres Strait Islander peoples, people with disabilities, LGBTIQ+ communities, and culturally and linguistically diverse populations.
3. Proven ability to work effectively as part of a multidisciplinary team, contributing to a positive team culture, sharing knowledge and supporting collective approaches to client care, service planning or organisational development.
4. Proven ability to build effective working relationships across service delivery teams and levels of the organisation, contributing to shared goals, integrated service delivery, and a positive staff and client experience.
5. Ability to work within and improve organisational systems (e.g. HR, compliance, quality, access or marketing) to support innovation, mitigate risk, and strengthen organisational capability, safety and performance.
6. Proficiency in administrative systems and multitasking in busy environments.
7. Ability to work flexibly across sites and shifts, including evenings and weekends.
8. Capacity to follow procedures and support continuous quality improvements.

### Desirable

- Experience as a medical receptionist or in a health-related admin role.
- Familiarity with medical billing systems and co-payment processing.

### Qualifications and Registration

- Relevant experience or qualification in administration or customer service
- First Aid and CPR certification
- Competence with MS Office and client management systems
- Current National Criminal History Check, NDIS Worker Screening Check and Working with Children Check
- Current Victorian Driver's Licence

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# Acknowledgement

I hereby accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with my Letter of Appointment and agree to abide by the terms and conditions stipulated therein.

<b>Name</b>	Please print
<b>Signature</b>	Incumbent
<b>Date</b>	