

A GUIDE FOR JOB APPLICANTS

Kaleido Health Centre is a brand-new, unique, multi-disciplinary health service – the first of its kind in NSW. Our mission is to deliver high-quality, inclusive, person-centred, integrated health care specifically for sexuality and gender diverse (LGBTQ+) people in NSW.



Medical Receptionist

An opportunity to join a groundbreaking health centre tailored to meet the needs of LGBTQ+ communities.

Part-time, Gadigal/Sydney-based role

- Want to make a positive difference for LGBTQ+ communities? Now is your chance!
- We are looking for a part-time Medical Receptionist to join the Kaleido Health Centre team and play a key role in supporting our clinical healthcare services.

What's Kaleido Health Centre?

Kaleido Health Centre is a brand-new, unique, multi-disciplinary health service—the first of its kind in Australia. Our mission is to provide high-quality, inclusive, person-centred, integrated health care specifically for sexuality and gender-diverse (LGBTQ+) individuals in NSW.

Kaleido offers a dynamic healthcare environment that includes both primary care and specialist services. Our offerings encompass general practice, mental health, sexual health, gender-affirming care, drug health, child and family services, and more. The design of our services is based on the needs expressed by our LGBTQ+ communities, ensuring informed and non-judgmental care provided by general practitioners, allied health professionals, and specialists, focusing on areas with the highest healthcare needs.

Ok, so what's the role?

As a **Medical Receptionist** at Kaleido Health Centre, you play a key role in creating a welcoming and inclusive environment for all clients. You will be the first point of contact at the clinic, helping ensure a smooth and respectful experience for everyone accessing our healthcare services, with a strong commitment to LGBTQ+ inclusive care. Your responsibilities will include:

- Providing a warm, professional, and inclusive welcome to clients and visitors at the front desk.
- Managing appointments, including booking, rescheduling, and cancellations, to support smooth clinic operations.
- Supporting clinical staff with administrative tasks such as preparing patient records, handling correspondence, and maintaining organised documentation.
- Working closely with team members to ensure efficient patient flow and a high standard of service across the clinic.
- Upholding a respectful and inclusive environment, with attention to the unique needs of the LGBTQ+ community and all clients.

Who are we looking for?

- A person who demonstrates an understanding of and commitment to Kaleido's mission and values, with a passion for creating an inclusive environment that supports the health and well-being of the LGBTQ+ community.
- A professional with excellent organisational and interpersonal skills, who thrives in a front-line role and is dedicated to delivering high-quality, compassionate service in a healthcare setting.

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What else can we tell you?

Kaleido Health Centre is a brand-new health service and is the product of many years of advocacy and planning by ACON. However, while we will work closely with ACON, Kaleido Health is a separate entity with its own CEO, Board of Directors, Mission and Values, and a unique scope of service delivery.

This role is a fantastic opportunity to build and shape the culture of a new organisation that will make a significant impact on the lives of LGBTQ+ people in NSW.

To support the successful candidate in their new role at Kaleido, we offer:

- ✓ Salary Packaging up to \$35,000 gross-up value (currently up to \$15,900 Expenses + \$2,650 Meals, tax-free).
- ✓ Supportive working environment with a knowledgeable and friendly team.

What is the remuneration and working details?

Salary: Competitive salary above award rates based on skills, qualifications, and experience (plus superannuation and leave loading).

Location: Kaleido's Gadigal/Sydney Centre at The Belltower, 6 Cornwallis Street Eveleigh NSW 2015.

How can I find out more details and apply?

If this sounds like you, we invite you to apply to join our team and help us make a meaningful impact on the lives of those we serve. By joining us, you will be part of a mission to create a healthier and more inclusive community. We highly encourage Aboriginal and Torres Strait Islander people, people from culturally, linguistically and ethnically diverse migrant and refugee backgrounds, people with disabilities, and people of all genders and sexualities to apply.

For more information on the role, please **contact Katrina Guelas, Business and Operations Manager of Kaleido Health Centre**, via email at kguelas@kaleidohealth.org.au or via phone at **02 8323 7378**.

If you require assistance or adjustments to the application or interview process, please advise the contact person at the time of your application.

All applications must include:

1. Your completed [**Kaleido Employment Application Form**](#)
2. Your **Cover Letter** outlining how you meet the *Selection Criteria* (**max.3 pages**); and
3. Your **Resume** Your Resume (**max. 3 pages**).

Applications close: Sunday, 8th June 2025

We are grounded in the belief that diversity is our strength, our differentiator, and at the core of who we are and what we do. As part of our commitment to inclusion, we encourage applications from people living with HIV, Aboriginal and Torres Strait Islander people and LGBTQ+ people from culturally, linguistically and ethnically diverse, migrant and refugee backgrounds, and LGBTQ+ people of colour.

<https://kaleidohealth.org.au/>

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POSITION DESCRIPTION

Position Title:	Medical Receptionist
Work Level:	Operational
Reports to:	Business & Operations Manager
Supervises:	N/A

Position Overview

The Receptionist at Kaleido Health Centre is an integral part of our team, responsible for providing exceptional customer service and administrative support to ensure the efficient operation of the health centre. As the first point of contact for clients, the Receptionist will manage appointment scheduling, answer phone enquiries, assist with client check-ins, and handle sensitive information with confidentiality. Additional responsibilities include maintaining the reception area, processing payments, and liaising with healthcare providers to ensure smooth client flow. The role involves utilising excellent communication skills, a strong attention to detail, and a compassionate approach to client care, all while contributing to a positive and welcoming environment at Kaleido Health Centre.

Main Activities

This position is responsible for:

Client Engagement

- Greet clients with warmth, respect, and professionalism, ensuring an inclusive and supportive environment.
- Answer phone calls courteously and professionally in a timely manner, ensuring all individuals feel valued and respected.
- Schedule, reschedule, and manage appointment cancellations using the practice management software, accommodating the needs of all clients.
- Process client billing and issue receipts using practice management software in an efficient and accurate manner.
- Operate all aspects of EFTPOS and health terminals, ensuring a seamless transaction process.
- Transmission of Medicare and DVA claims
- Perform daily banking procedures and reconciliation in line with practice guidelines.
- Follow up on outstanding client payments in accordance with practice policies and standards.
- Address client and prospective client enquiries or refer them appropriately, ensuring they receive the information and care they need.
- Confirm client appointment/s via SMS and phone call
- Make follow-up telephone calls to clients who were unable to attend their appointments
- Action appointment wait list, did not attend and cancellation list
- Maintain a clean, comfortable, and welcoming waiting area at all times.
- Provide current and prospective clients with accurate and relevant information upon request, ensuring they feel informed and supported in their healthcare journey
- Maintain client confidentiality at all times

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Administrative Support

- Provide administrative support to practitioners, clients and staff of the health centre.
- Register new clients, maintaining and regularly updating the client database to reflect accurate information.
- Scan and file medical records as required, ensuring confidentiality and accessibility.
- Appropriate filing, faxing, photocopying and scanning of all practice documents.
- Take accurate messages and ensure they are directed to the relevant person in a timely manner. If messages are received via Practice Management Software, ensure to appropriately link to client file and communicate with the intended recipient.
- Process outgoing mail including referrals, initial and progress letters, recalls and other relevant documentation in a timely manner.
- Seeking approval from insurers and third parties for insurance claims prior to consultation
- Managing client recall by scheduling follow-up appointments and ensuring timely communication to maintain continuity of care.
- Ensure that all uninvoiced appointments are billed at the end of each day.
- File and maintain the client database in line with practice guidelines and privacy standards.
- Complete data entry tasks accurately and in a timely manner
- Maintain clean consult rooms and general spaces to ensure a welcoming and hygienic environment.
- Ensure all consulting rooms are prepared for practitioner use, with adequate stock levels and ready for client consultations.
- Provide additional administrative assistance to the Senior Receptionist and Business and Operations Manager as needed.

Collaboration

- Offer assistance and support to clinical, nursing, and admin staff as needed.
- Foster an environment that encourages open communication and positive working relationships.
- Gain an understanding of the roles and responsibilities of other team members.
- Participate in team meetings as needed, keeping accurate records and distributing them to staff as necessary.
- Attend recommended training and educational courses to enhance skills and knowledge.
- Coordinate with staff to ensure coverage at reception during break time

WHS and Regulatory Compliance

- Consistently adhere to WHS requirements and procedures.
- Record incidents and near-misses according to practice policy.
- Ensure the reception area is maintained in a safe and organised manner.
- Assist in promoting a culture of safety by supporting staff with WHS training and compliance.
- Stay informed about current and new legislation to ensure the health centre complies with statutory and regulatory obligations, including hazardous materials, safe handling/disposal of medical waste, records management, WHS, RACGP, and NDIS accreditation.
- Complete all mandatory training at regular intervals, ensuring CPR training is current according to RACGP standards.
- Assist the Senior Receptionist and Business and Operations Manager in maintaining accurate records for compliance audits and assessments.

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General

- Maintain confidentiality regarding client care and all other practice-related matters.
- Keep reception discussions focused on medical and practice-related topics to maintain a professional atmosphere.
- Contribute to the upkeep of a clean and organised practice, including cleaning spills, tidying the reception/waiting area at the end of the day.
- Adhere to practice dress standards, including wearing a name badge and/or uniform as required.
- Act in the best interests of the practice and foster positive public relations.
- Demonstrate knowledge of and compliance with company policies, procedures, and protocols, and contribute to their development and maintenance when requested.

Training & Development

Formal:

- Annual First Aid and CPR Certificate

Other (on the job):

- Practice Management Software
- Practice Policies and Procedures
- NDIS E-learning module
- Educational activities provided by the Central and Eastern Sydney Primary Health Network
- Diversity, Inclusion and Safety Training
- SBS Inclusion Program

Selection Criteria

Essential

1. A strong commitment to support the delivery of high quality, integrated, person-centred, LGBTQ+ inclusive and affirming health care.
2. Proficiency in computer programs such as Office 365 (i.e., Word, Excel, PowerPoint, etc.)
3. Excellent interpersonal skills and able to communicate effectively with a diverse range of people
4. Able to work independently or as part of a team
5. Ability to maintain high levels of professionalism and confidentiality
6. Work rights in Australia

Desirable

1. Previous experience in a general practice/medical environment
2. Lived experience of the LGBTQ+ Community.
3. Deep awareness and understanding of the diversity and health needs of LGBTQ people, including intersecting identities such as cultural background.
4. Experience using Best Practice and HotDoc Software.
5. Understanding of medical terminology
6. Competence in the use of relevant equipment
7. Training or experience in Medicare item numbers

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Additional Information

Expected behaviours and personal attributes

- Adhere to the health centre's policies and procedures, operating within the scope of professional expertise.
- Possess thorough knowledge of policies and procedural guidelines with legal implications, ensuring documentation meets all legal requirements.
- Identify and address unsafe practices, implementing measures to prevent unsafe actions or legal violations.
- Demonstrate a client-centred approach in service delivery, showing genuine empathy and attentiveness to client needs.
- Exhibit excellent interpersonal and communication skills, effectively engaging with individuals from diverse age groups, social backgrounds, and cultures.
- Always maintain a professional and approachable appearance, demonstrating courtesy and positivity while representing the practice.
- Perform duties with diligence, honesty, and integrity.
- Maintain strict confidentiality regarding both client and practice information.
- Work collaboratively and independently, with strong organisational and prioritisation skills, paying close attention to detail.
- Show a commitment to continuous professional development.

How do I apply?

You must email the following three documents in MS Word or PDF format to kquelas@kaleidohealth.org.au

- 1) **Your completed Kaleido Application Form** – with all the details filled in.
- 2) **Your Cover Letter outlining how you meet the Selection Criteria**

Tell us in detail how you meet each of the selection criteria in the position description.

Tell us how your skills and experience relate to the requirements of the role and how you'd use them to excel at it.

To do this, please address each criterion separately. You should use statements with examples that clearly demonstrate your competency in a particular area. Applicants who do not demonstrate that they meet the position's requirements will not be invited to attend an interview.

3) **Your Resume**

Tell us about your current and previous employment and your education. Be sure to include:

- a. Your **Name, Contact Details** and preferred **Pronouns**.
- b. Your **Education**, including any degrees you have received, the institution and its location and the date of your graduation. You might also want to include your major/minor fields, any honours, and publications.
- c. Your **Work Experience** including jobs, internships, and volunteer work.

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How does recruitment work?

There are five main steps in the process:

1) Application

Send your application, cover letter and resume to Kaleido.

2) Shortlisting

A selection panel of 2-4 qualified persons will review all the applications and offer interviews to those applicants whose applications best address the position's requirements.

3) Interview

If you are shortlisted for an interview, you will be contacted by the Business and Operations Manager and invite you for an interview. Your interview may take the form of a question-and-answer session, a presentation of your previous work, a test of your computer skills, or any other form that is relevant to the position. The Business and Operations Manager will let you know the interview format and any documents, presentations, or examples of previous work that you might need to bring along.

4) Offer

Appointments to positions with Kaleido are based on merit. This means that the applicant who is judged to be the most qualified and capable of carrying out the position's duties will be offered the role. The decision to make you an offer is based on your written application, your performance at the interview, successful Referee Checks, Criminal Record Checks, Proof of Vaccination and Working with Children Checks (if applicable).

5) Acceptance and Commencement

Once a salary and start date have been agreed, you will receive a commencement pack which includes your contract and other documents (E.g., Code of Conduct, Tax File Declaration, Bank Deposit details, Superannuation Choice forms, etc.). Once these are returned, you are ready to start work on your agreed date.

How long does it take to hear back on my application?

If you have applied via email, you will be sent a return email within 1-3 business days acknowledging receipt of your application and informing you of the date by which all successful applicants will be notified that they have progressed to the next stage of the recruitment process. If you have not been contacted by this date, then unfortunately, your application has not been successful.

If you are successful in gaining an interview, the Business and Operations Manager will contact you to arrange a suitable date and time for interview. If you are not selected for an interview, you will not receive any further notifications regarding your application for this role. We appreciate the time you took to respond to our advertisement and for your interest in Kaleido Health, and we encourage you to apply for future roles that are advertised that fit your skills, experience, and qualifications.

Equal Opportunity Statement

Kaleido Health Centre is an equal opportunity employer committed to creating a work environment where all employees are respected, connected, and can contribute, regardless of age, culture, disability, family and caring responsibilities, gender identity, Indigeneity, religion, or sexuality.

We are grounded in the belief that diversity is our strength, our differentiator, and at the core of who we are and what we do. As part of our commitment to inclusion, we encourage applications from people living with HIV, Aboriginal and Torres Strait Islander people, LGBTQ+ people from culturally, linguistically and ethnically diverse, migrant and refugee backgrounds, LGBTQ+ people of colour, unemployed job seekers, and people with disability.