



Njernda Aboriginal Corporation

NJERNDABORIGINALECORPORATION

POSITION DESCRIPTION

Client Transport Officer / Medical Receptionist

PURPOSE OF THE ROLE

The Medical Driver / Medical Receptionist provides safe, respectful, and reliable transport services for clients attending medical appointments, outreach programs, and health-related activities. The role also contributes to the effective front-of-house operation of the service, ensuring professional reception, administrative support, and a welcoming environment for community members accessing Njernda's programs.

Position Details

Position Title:	Client Transport Officer / Medical Receptionist
Location / Department / Division:	Health and Aging
Reports to:	Primary Health Practice Manager
Positions reporting to this role:	Nil
Hours:	37.5
Budget / Funding:	200000
Award and Pay Grade / Level:	Award: ACCHSA Level / Grade: 1
Pay Point classification (if applicable)	Pay point: 1
Position Description last reviewed:	October 2025

Key Accountabilities

Medical Driver Duties

- Provide reliable transportation support for medical appointments, community outreach programs, and health-related activities, including in Melbourne and larger regional areas.
- Operate and maintain organisational vehicles safely, ensuring adherence to Njernda's Motor Vehicle and Transport Policies.
- Ensure client safety and wellbeing whilst in care, including mobility assistance where required.
- Maintain vehicles in a clean, hygienic, and roadworthy condition, including regular cleaning and reporting faults.
- Adhere to infection control guidelines to prevent the spread of diseases or contaminants.
- Maintain accurate records of trips, mileage, and other transport documentation.
- Adhere to all traffic regulations and safety standards.
- Communicate effectively with clients, ensuring a positive and culturally respectful experience while upholding confidentiality.
- Collaborate with staff to coordinate transport schedules.
- Contact clients on the transport list to confirm arrangements.

Medical Receptionist & Administrative Duties

- Provide excellent customer service to the community, stakeholders, and staff.
- Manage incoming and outgoing calls, mail, faxes, and packages.

- Support patients in making clinic appointments.
- Promote Njernda programs to the Aboriginal community, broader community, and stakeholders.
- Manage general enquiries in person, via phone, and by email.
- Support the promotion of positive relationships between Njernda staff, related program areas, and community.
- Maintain up-to-date knowledge of Njernda programs and services.
- Strictly observe confidentiality and privacy of patient information.
- Notify the Practice Manager of complaints or concerns from patients.
- Ensure secure closure of the building when rostered (lock doors, shut down equipment, check rooms are vacated, report issues).
- Perform other duties within scope of skills and training to support day-to-day service delivery when transport is not required.

Behavioural Capabilities

- Protect client rights, including cultural values, confidentiality, privacy, and individual choice.
- Demonstrate commitment to Njernda's values: serve the community, work together, act with integrity, and respect others.
- Provide proactive support and engagement with clients and community.
- Establish and maintain respectful relationships with clients, community members, and staff.

Administrative Capabilities

- Attend staff meetings and participate in team planning.
- Submit accurate timesheets and claim forms in a timely manner.
- Participate in service training programs and professional development.
- Complete statistical data, record-keeping, and other documentation as required.
- Follow all organisational policies and procedures.
- Contribute to safety, quality, and risk management systems by reporting hazards and unsafe behaviours.

Organisational Responsibilities

Positively promote Njernda within and externally to the organisation

Comply with the Njernda Code of Conduct

Each employee has a responsibility to comply and promote practices with all Njernda policies and procedures and familiarise themselves with those relevant to their position

Comply with relevant registration bodies mandatory continuing professional development requirements as applicable, but not limited to case reviews, staff meetings, planning forums, service reviews and the integration of client feedback

Carry out all work and interactions in alignment with Njernda values

Apply the highest level of confidentiality, understanding that confidentiality is an imperative for clients, their families, fellow employees and Njernda Aboriginal Corporation.

Commitment to ensuring a culture of child safety, preventing child abuse, and abiding by the child safety principles

Each employee has a responsibility to comply with and promote relevant legislation and professional standards in relation to safety, quality and risk relevant to their position






Each employee has a responsibility to comply with and promote compliance with their industry standards and relevant regulatory requirements

Participate in performance appraisal and supervision processes

Follow all work / occupational health and safety policies and procedures associated with conducting activities on or offsite

Njernda Values

All staff are expected to behave in a way that is in alignment with our values:

Respect 	Establish relationships based on respect and trust. Treats people with dignity, fairly and openly. Demonstrates personal standards of consistency, tolerance and patience.
Accountability 	Taking ownership and initiative of Njernda values to ensure trusted collaborations are formed. Be thoughtful of the impact of one's own behaviour on others.
Resilience 	Encouraging cultural and spiritual growth to enable personal growth
Advocacy 	Working to transform the disadvantaged and challenge the causes that impact on our community.
Cultural Sensitivity 	Welcoming and serving our community with understanding and without judgement.

Key Relationships

Internal	External
<ul style="list-style-type: none"> • Direct Manager • All Njernda Staff 	<ul style="list-style-type: none"> • Community Members and Clients • Stakeholders and Service providers

Selection Criteria

Essential:

Qualifications

- Current unrestricted driver's licence with a safe driving record.
- Demonstrated ability to provide safe and respectful transport services, including long-distance driving.
- Strong interpersonal and communication skills, with the ability to work effectively with Aboriginal and Torres Strait Islander people in a culturally safe way.
- Experience in administrative or reception duties, with computer literacy (Microsoft Office, clinical software or willingness to learn).
- Ability to maintain confidentiality and professional boundaries.
- Reliability, punctuality, and flexibility to adapt to client and organisational needs.

Skills

- Communication skills
- A proven knowledge and understanding of aboriginal people and aboriginal culture

- An ability to communicate effectively with Aboriginal people and handle issues in a sensitive manner.
- Excellent phone manner, customer service and initiative
- Demonstrate communication skills for all literacy levels
- Well-developed computer skills and knowledge of Microsoft office suite and experience Best Practice Medical Software
- Ability to multitask with a high attention to detail and work under pressure

Experience

- Preferred 1 year experience in a similar role

Satisfactory evidence of:

Pre-employment checks not limited to at least two professional referees, proof of identity and qualifications, National police check, Working with Children's Check, full Victorian driver's license, disclosure of any pre-existing illness / injury and vaccination status in line with Njernda's current policy and procedure, and as applicable – eligibility to work in Australia, professional/regulatory licenses, registration and current good standing, and clearance on aged care banning orders.

Desirable:

- Previous experience in a medical or community health environment.
- Knowledge of Medicare billing and medical reception practices.
- First Aid and CPR certification (or willingness to obtain).
- Understanding of infection prevention and control in healthcare settings.

Other requirements:

- Current Working with Children Check.
- National Police Check.
- Compliance with immunisation requirements for healthcare workers.
- Participation in ongoing professional development and training.

TERMS & CONDITIONS OF EMPLOYMENT:

Terms and conditions are in accordance with the Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: _____

Date: / /

Print Name: _____

PLEASE KEEP A COPY OF THIS POSITION DESCRIPTION FOR YOUR RECORDS

cc: Employee File