**Senior Receptionist (Maternity Leave Cover – 12 Months)**

Location: Charleville

Hours: Monday to Friday 8am- 5pm
Reports to:

Practice Owners – Dr Katie Chang & Dr Paul Chang

Practice Manger: Lauren Brennan

We’re seeking an experienced and passionate Senior Receptionist to join our friendly team at Acacia Country Practice on a 12-month maternity leave contract.

Our practice has been serving the Charleville community for over a year, and we’re proud to be part of a growing, innovative rural healthcare service. As a valued member of our team, you’ll play a key role in ensuring smooth daily operations at reception and contribute to our ongoing mission of delivering compassionate, accessible, and inclusive care to our community.

This is an ideal opportunity for someone who enjoys working in a dynamic environment and is passionate about supporting both patients and staff.

What we stand for:

At Acacia Country Practice, we:

* Care deeply for our patients, our community, and our staff.
* Aim to attract more healthcare services, including GPs, nurses, allied health and specialists to rural areas.
* Embrace innovation and technology to improve care and support our team.
* Actively reach out to underserved groups including non-English speakers, gender-diverse individuals, adolescents, people living with disability or mental illness, and Aboriginal and Torres Strait Islander peoples.

About the Role:

As the Senior Receptionist (Maternity Leave Cover), your responsibilities will include:

* Leading the front desk in managing patient appointments and day-to-day reception tasks
* Providing warm, efficient service to all patients and visitors
* Supporting administrative processes including billing, recalls, incoming referrals, and inbox management
* Working closely with the clinical and management team to ensure a seamless patient experience
* Assisting with training and supporting junior reception staff
* Participating in regular team meetings, contributing to quality improvement, and helping maintain accreditation standards
* Stepping into administrative or support roles when required

About You:

We’re looking for someone who:

* Is proactive, organised, and works well in a team
* Has excellent communication and problem-solving skills
* Can commit to the full 12-month maternity leave period (with potential to stay on)
* Has prior experience in medical reception (experience with Best Practice software is a bonus but not essential)
* Is keen to learn and contribute to a growing rural practice
* Enjoys making a positive difference in their community

What We Offer:

* Hourly pay: Negotiable based on experience
* Leave entitlements:
	+ 5 weeks annual leave (includes 2-week closure over Christmas)
	+ 10 days paid sick leave per year
	+ Compassionate, family, and community service leave
	+ Access to long service leave and unpaid ceremonial leave
	+ 10 days family & domestic violence leave
* Additional benefits:
	+ 5 days professional development leave/year
	+ Support for conference/workshop attendance (1 per year)
	+ Paid membership to a professional association (e.g. AAPM)
	+ Weekly paid team meetings
	+ Access to Employee Assistance Program (EAP)
	+ Paid membership to a local gym or sports club
	+ Monthly 30-minute paid massage at Mulga Massage Therapy

If you're passionate about rural healthcare and enjoy working in a warm, supportive environment, we’d love to hear from you.