Client Coordinator

POSITION NO 0052734
CLASSIFICATION UoM 3
SALARY $60,008 - $66,256 p.a.
SUPERANNUATION Employer contribution of 17%
WORKING HOURS Full-time
BASIS OF EMPLOYMENT Continuing
OTHER BENEFITS http://about.unimelb.edu.au/careers/working/benefits

HOW TO APPLY Online applications are preferred. Go to http://about.unimelb.edu.au/careers, select the relevant option ('Current Staff' or ‘Prospective Staff’), then find the position by title or number.

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Please do not send your application to this contact

For information about working for the University of Melbourne, visit our website: about.unimelb.edu.au/careers
Position Summary

ABOUT THE POSITION

The Client Coordinator will be the first point of contact for clients contacting and attending the U-Vet Werribee Animal Hospital and will support the smooth operation of front of house functions by providing high standards of service to internal and external stakeholders including but not limited to hospital clients, referring veterinarians and visitors, forming a vital link between these groups and hospital clinical staff.

Reporting to the Hospital Support Team Lead, the Client Coordinator is responsible for all aspects of communication to and from clients, referring veterinarians and the hospital clinical teams. This includes scheduling appointments, including referral appointments, for consultation and procedures and conveying information onto the relevant clinician for resolution of requests and liaising with the relevant teams within the hospital. The Client Coordinator is also responsible for completing and processing paperwork relating to pet insurance and payment plan schemes such as VetPay Australia as well as setting up and administering ‘in house’ payment plans.

The Client Coordinator will work within the Hospital Support team and will provide routine updates to clients about patients, and conducting follow-up courtesy calls regarding patients. The position will ensure regular and timely professional response to internal and external telephone calls and accurately recording all information provided by clients, preparing case files prior to appointments and ensuring all payments/deposits are taken and recorded accurately and in a timely manner in accordance with relevant policies, standard operating procedures and guidelines.

The Client Coordinator will provide end to end client services and will also be responsible for patient discharge processes, completing insurance claim forms and assisting with accounts and banking resolution.

This position will be predominately based at the Werribee Campus but may be required to attend other sites as required.

ABOUT US

The University of Melbourne has affirmed its position as the number one university in Australia, and remains among the fastest-rising research universities in the world’s top 100, according to the Academic Ranking of World Universities (ARWU). It is counted among the best universities in the world – 33 by the Times Higher Education (THE) and 32 by the US News and World Report Rankings. Please visit Tradition of Excellence for further information.

The Faculty of Veterinary and Agricultural Sciences provide over 20 courses and 300 subjects to approximately 3,500 equivalent full time students. The Faculty provides the only professional entry veterinary program in Victoria and the Bachelor of Agriculture is the fastest growing undergraduate degree in Australia. The University of Melbourne’s agriculture program is the largest in Victoria and ranked 36 in the world, whilst the Doctor of Veterinary Medicine program was the first graduate veterinary professional entry program in Australia. The Faculty is ideally placed to contemplate changes that have far-reaching consequences on its teaching, engagement and research.
1. Key Responsibilities

1.1 OPERATIONAL ACTIVITIES AND SERVICE QUALITY

- Responsible for all aspects of communication to and from clients, referring veterinarians and the hospital clinical teams, ensuring exceptional patient care and customer service.
- Scheduling all appointments including referral appointments for consultations and procedures against predetermined available slots, ensuring all relevant information is provided to the appropriate clinician for resolution for requests outside set parameters.
- Provide exceptional, professional and confidential service to clients and referring veterinarians, ensuring the operational needs of the business are upheld.
- Triage patients over the telephone and on arrival at the U-Vet Werribee Animal Hospital promptly, effectively and professionally (including recognising when to ask for assistance or guidance from colleagues when making triage decisions).
- Ensure the work environment and the waiting room is tidy and organised and ensure sufficient handover to staff as required during shift changes.
- Manage all incoming queries to the hospital and either deal with these or refer them to the relevant clinical hospital staff.
- Collect accurate information from clients regarding patients and referring veterinarians when appointment requests are made, ensuring that sufficient information is obtained, in accordance with UOM and Faculty Policies and Guidelines.
- Use sound judgement to identify and prioritise emergency calls and requests.
- Ensure sufficient transfer of information between the receiving service and the client, including providing updates to clients on the status of their animal, including, when required, transfer of information to referring veterinarians.
- Maintain relevant systems and databases with client and patient information and update these on a daily basis.
- Collect deposits and account payments, entering records accurately and issuing receipts in accordance with UOM and Faculty Policies and Guidelines.
- Record and maintain all documentation and information regarding patient records provided by referring veterinarians and clients in accordance with best practice and relevant policies and procedures.
- Complete and process paperwork relating to pet insurance and payment plan schemes such as VetPay Australia as well as setting up and administering ‘in house’ payment plans.
- Ensure accurate patient records are maintained in the relevant systems and reconciliation between systems to ensure accuracy.
- Provide information to clients with respect to using credit companies associated with the University.
- Follow up on aged debt and refer unsuccessful debt collections to the Hospital Manager for further action to escalate to the Faculty Finance team.
- Complete insurance claim forms and track completion of the veterinary sections of the forms.
1.2 INNOVATION AND IMPROVEMENT

- Participate in audit exercises as part of the Clinical Governance Program.
- Proactively identify and recommend service improvements in consultation with the broader Hospital Support team.

1.3 COLLABORATION AND LEADERSHIP

- Participate in team meetings and their outcomes.
- Work collaboratively as part of a team and contribute to goals and objectives.
- Interact positively with staff, students and clients at all levels.
- Provide administrative support across the U-Vet Werribee Animal Hospital as required and directed.
- Liaise with relevant nurse teams regarding appointments and other matters relating to patient care and customer service.

1.4 RESPONSIBILITY AND COMPLIANCE

- Maintain a sound knowledge of current University Policy and Procedures, and reliably follow these or provide compliant advice to others;
- Reliably follow communications protocols and/or policies as appropriate.
- Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in Section 5.
- Behavioural Expectations - All staff are expected to maintain the following behaviours:
  - Treat everyone equitably; act fairly with staff and demonstrate respect for diversity
  - Be an effective team player who is cooperative and gains the trust and support of staff, peers and clients through collaboration.

2. Selection Criteria

In order to be considered for interview by the Selection Panel, applicants must address the following Criteria in their application. Please visit the University website how to address Essential Selection Criteria

2.1 ESSENTIAL

- Completion of a relevant Certificate III or an equivalent combination of relevant experience and education/training.
- Proven experience in a similar position providing administration support, conducting billing, accounts and daily reconciliation of financial activity with a high degree of accuracy.
- Demonstrated experience in managing a high load of telephone calls with the ability to provide clients and referring veterinarians with high standards of customer service.
- Proven experience in managing the daily appointment schedule and liaising with clients and veterinary nursing teams.
Well-developed interpersonal and communication skills with the ability to build and maintain professional working relationships and liaising with internal and external stakeholders in a diverse working environment.

Proven organisational and time management skills with attention to detail and the ability to prioritise and manage competing demands in a busy environment.

2.2 DESIRABLE

- Previous experience working within a veterinary practice including in an emergency and referral setting.
- Proven experience using data/practice management systems.
- Experience or an understanding of the higher education sector.

2.3 SPECIAL REQUIREMENTS OF THIS POSITION

- As the Faculty of Veterinary and Agricultural Sciences is located over several metropolitan and regional campuses, staff may be required to travel to, or work from, other sites and campuses as required.
- You will be required to participate in the roster for out of hours’ on-call work which covers nights, weekends, public and University holidays. Staff will receive a set allowance for being on-call and will be paid an in-attendance payment, if required to attend while on-call.
- You will be required to participate in a regular flexible rotating roster including out of span hours, weekends, public and University holidays. This activity will attract the appropriate University allowances, when applicable.
- This position will require physical activity including manual handling and animal restraint.
- You are required to have current vaccination status for Tetanus, Hepatitis A and B and Q fever.
- This role will be expected to adhere to Veterinary Hospital infection control guidelines.
- This position requires the incumbent to hold a current and valid Working with Children Check.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Client Coordinator works under the routine direction of the Hospital Support Team Lead as well as other senior staff in the department. The position will work autonomously as well as part of a team within established routine activities and defined procedures and policies and will seek guidance on non-routine activities as necessary.

3.2 PROBLEM SOLVING AND JUDGEMENT

The Client Coordinator will provide excellent customer service consistently and ensure relevant clinical staff are communicated with effectively and efficiently. It is expected that this position will exercise sound judgement on work methods within specified timelines and standard practices and procedures. The Client Coordinator will use professional judgement to ensure animal health and welfare requirements are maintained.
3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Client Coordinator will require working knowledge of the requirements in a busy veterinary practice and will have demonstrated standards of excellence in all aspects of customer/patient services. This position is expected to be aware of and observe relevant hospital, Faculty and University policies, guidelines, regulations and standard operating procedures in performing daily activities.

3.4 RESOURCE MANAGEMENT

The Client Coordinator will exercise sound judgement to manage their time flexibly and effectively and take initiative and responsibility in organising and prioritising workload. The position will escalate matters to the relevant area/staff and will have knowledge of and work within the hospital’s standard operating procedures.

The Client Coordinator will have shared responsibility for stock control and equipment maintenance and repairs and will use initiative to manage clients with consideration to priority or emergencies. In addition, this position will be responsible for billing, settling of accounts, taking payments and financial reconciliation, in accordance with UOM and Faculty Policies and Guidelines.

3.5 BREADTH OF THE POSITION

The Client Coordinator position forms part of the central Hospital Support team and is responsible for acting as the first point of contact for clients/patient enquiries, booking of appointments and coordinating the daily appointment schedule. The position will work in collaboration and consultation with relevant hospital staff to ensure seamless day to day operation of the front of house function.

4. Equal Opportunity, Diversity and Inclusion

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University’s People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous deserve to service for excellence and reach the targets of Growing Esteem.
5. **Occupational Health and Safety (OHS)**

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:

http://safety.unimelb.edu.au/topics/responsibilities/

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

6. **Other Information**

6.1 **FACULTY OF VETERINARY AND AGRICULTURAL SCIENCES**

http://fvas.unimelb.edu.au/

The Faculty of Veterinary and Agricultural Sciences was formed in July 2014 through the merger of the former Faculty of Veterinary Science and the Department of Agriculture and Food Systems. The new Faculty creates opportunities for closer research collaborations and the formation of interdisciplinary teams to address major issues in veterinary and agricultural sciences. The Faculty's core teaching, postgraduate training, research, clinical consultancy and industry development activities are delivered at the Parkville, Werribee and Dookie campuses, and the Veterinary Hospital operates at Werribee.

Our interdisciplinary approach applies scientific, social, political and economic perspectives to address the needs of both human communities and the natural environment. We address the issues of climate change, food production and food security, crop, plant and soil health, water management, sustainable use of resources for agriculture, animal health and disease and other problems challenging key decision makers today.

Our academic staff engage with government and industry to investigate critical societal issues and the faculty is home to University research centres dedicated to this work. They include: Animal Welfare Science Centre; Primary Industry Climate Challenges Centre; Centre for Animal Biotechnology; Centre for Equine Virology; and the Asia-Pacific Centre for Animal Health, in which the University is a core partner. Research within the Faculty has led to some outstanding outcomes including: increased agricultural productivity; vaccines and diagnostic products that have been commercialised throughout the world; enhanced animal welfare; improvements in public health; and contributions to basic understanding of animal biology.

The Faculty is the only provider of Veterinary Science courses in Victoria and one of only a small number of Universities doing so in Australia. The Bachelor of Agriculture and Bachelor of Food Science along with coursework masters in Agricultural Sciences and Food Science offers one of the most comprehensive educational programs in agricultural and food science in Australia.

6.2 **THE UNIVERSITY OF MELBOURNE**

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based
industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Further information about working at The University of Melbourne is available at http://about.unimelb.edu.au/careers.

6.3 GROWING ESTEEM, THE MELBOURNE CURRICULUM AND RESEARCH AT MELBOURNE: ENSURING EXCELLENCE AND IMPACT TO 2025

Growing Esteem describes Melbourne's strategy to achieve its aspiration to be a public-spirited and internationally-engaged institution, highly regarded for making distinctive contributions to society in research and research training, learning and teaching, and engagement. http://about.unimelb.edu.au/strategy-and-leadership

The University is at the forefront of Australia's changing higher education system and offers a distinctive model of education known collectively as the Melbourne Curriculum. The new educational model, designed for an outstanding experience for all students, is based on six broad undergraduate programs followed by a graduate professional degree, research higher degree or entry directly into employment. The emphasis on academic breadth as well as disciplinary depth in the new degrees ensures that graduates will have the capacity to succeed in a world where knowledge boundaries are shifting and reforming to create new frontiers and challenges. In moving to the new model, the University is also aligning itself with the best of emerging European and Asian practice and well-established North American traditions.

The University's global aspirations seek to make significant contributions to major social, economic and environmental challenges. Accordingly, the University’s research strategy Research at Melbourne: Ensuring Excellence and Impact to 2025 aspires to a significant advancement in the excellence and impact of its research outputs. http://research.unimelb.edu.au/our-research/research-at-melbourne

The strategy recognises that as a public-spirited, research-intensive institution of the future, the University must strive to make a tangible impact in Australia and the world, working across disciplinary and sectoral boundaries and building deeper and more substantive engagement with industry, collaborators and partners. While cultivating the fundamental enabling disciplines through investigator-driven research, the University has adopted three grand challenges aspiring to solve some of the most difficult problems facing our world in the next century. These Grand Challenges include:

- Understanding our place and purpose – The place and purpose grand challenge centres on understanding all aspects of our national identity, with a focus on Australia’s ‘place’ in the Asia-Pacific region and the world, and on our ‘purpose’ or mission to improve all dimensions of the human condition through our research.

- Fostering health and wellbeing – The health and wellbeing grand challenge focuses on building the scale and breadth of our capabilities in population and global health; on harnessing our contribution to the ‘convergence revolution’ of biomedical and health research, bringing together the life sciences, engineering and the physical sciences; and on addressing the physical, mental and social aspects of wellbeing by looking beyond the traditional boundaries of biomedicine.

- Supporting sustainability and resilience – The sustainability and resilience grand challenge addresses the critical issues of climate change, water and food security,
sustainable energy and designing resilient cities and regions. In addition to the technical aspects, this grand challenge considers the physical and social functioning of cities, connecting physical phenomena with lessons from our past, and the implications of the technical solutions for economies, living patterns and behaviours.

Essential to tackling these challenges, an outstanding faculty, high performing students, wide collaboration including internationally and deep partnerships with external parties form central components of Research at Melbourne: Ensuring Excellence and Impact to 2025.

6.4 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at http://www.unimelb.edu.au/governance