POSITION DESCRIPTION

THE UNIVERSITY OF MELBOURNE

Student and Scholarly Services
Chief Operating Officer Portfolio

Administration Lead

POSITION NUMBER	0052648
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 7 $106,432 - $115,211 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Continuing
HOW TO APPLY	Go to http://about.unimelb.edu.au/careers, under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Name: Anne McGlashan Tel +61 3 8344 5172 amcg@unimelb.edu.au *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

ACKNOWLEDGEMENT OF COUNTRY

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

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

Find out more about the University's strategy, 'Advancing Melbourne', at
https://about.unimelb.edu.au/strategy/advancing-melbourne

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation's evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for functions

relating to the University's finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.

The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services

STUDENT AND SCHOLARLY SERVICES

Student and Scholarly Services provides student administration and services from recruitment and point of enquiry to graduation. This team also delivers wellbeing and scholarly services to students and staff.

The Health Service is a general practice specifically for staff, students and families of students of the University of Melbourne. The Health Service operates as a unit of Wellbeing Services which is a department comprising of a suite of services tailored to the needs of the university community. The Health Service shares the mission of Wellbeing Services which is to ensure our clients are provided with the support, skills, tools, and professional advice to enable them to complete their studies and ensure a positive University of Melbourne experience.

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 Advancing Melbourne strategy that addresses 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 desire to strive for excellence and reach the targets of Advancing Melbourne.

ABOUT THE ROLE

The Administration Lead (AL) reports to the Health Service Manager and will provide high quality administrative oversight to the Health Service. The AL's principal responsibility is to ensure that the administrative functions of the Health Service are provided in a professional and timely manner, overseeing the work of permanent and agency Administration staff and being the interface between administration staff and health professionals at the service.

Under the direction of the Manager, the AL is responsible for the effective administration of the Health Service. The AL will develop and maintain effective working relationships with all Health Service colleagues, the university community, and other stake holders to promote a high quality and timely service delivery. As part of their role they will lead and mentor all other administrative roles in the Health Service. The AL is expected to work in a flexible and changing environment including changing operational requirements that may necessitate them to perform additional administration functions.

The AL is responsible for providing oversight and supervision to administrative assistants for a range of administrative tasks including; the provision of medical reception support, maintenance of the patient database and medical records, financial management as well as general administrative support. The AL is required to display a high standard of customer relationships, an exemplary understanding of administrative support functions, independent judgment and professionalism, mentoring capabilities, and is required to work with initiative, maturity, discretion, and collaboration with other team members, and to work closely with the manager. Being able to delegate well is an essential part of the role.

The AL has delegated responsibilities in the absence of the Health Service Manager, including providing direction and delegating duties for the administrative staff as deemed appropriate.

Reporting line: Manager, Health Service

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No. of direct reports: 9
No. of indirect reports: 0
Direct budget accountability: 0

Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Moderate

Judgement: Significant

Operational context: 1

OH&S and compliance: 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. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at http://safety.unimelb.edu.au/topics/responsibilities/.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

The Administration Lead must:

- Ensure that the policies of the University and Health Service are followed at all times
- Provide broad oversight, supervision, and assistance to agency staff and Administration Assistants, under the direction of the Manager, to enable them to provide a high level of support to the functions of the Health Service.
- Delegate tasks effectively to ensure the Health Service functions effectively
- Ensure administrative staff engage with patients in a welcoming and empathic manner
- Ensure systems are functioning and report any systems or other operational issues to relevant areas of the University, to bring about a timely response from university support and business services
- Support the prompt and appropriate response to all individuals who engage with the Health Service including how the Health Service responds to emergencies and distressed clients by application of sound triage principals
- Have a comprehensive understanding of IT systems and the roles and functions of the administration team
- Supervise the administration staff to maintain a harmonious work environment and ensure they are enabled within their roles to achieve quality outcomes, empowering them to continue operational functions in your absence
- Roster administrative staff work times and duties, actively participating in the rostered start and end times
- Ensure that waiting times in the front office are kept to a minimum and that the process of registration of patients is carried out efficiently, tactfully and with respect for the individuals concerned.

- Oversee the administration staff ensuring waiting times for the patients to see health professionals at the service is kept at a minimum by efficient monitoring of bookings.
- Develop the agenda and chair administration team meetings and accurate and timely recording and distribution of staff meeting minutes
- Lead the administrative team so they accurately process cash, credit card and EFTPOS payments from patients paying for vaccines or consultations
- Be familiar with the medical software which incorporates inputting patient details, managing appointments, and invoicing and receipting accounts, always being conscious of the high level of accuracy and confidentiality required.
- Ensure rapid and accurate retrieval of material relating to the medical management of patients.
- Provide high level support to the nursing team including the accurate entry of sensitive patient health information into the clinical records
- Be competent with Microsoft Word and Outlook for communicating with internal staff and external providers and Excel
- Ensure PIP compliance by overseeing and facilitating the MyHealth record registration and processing
- Have a thorough understanding of the standards and requirements for the Health Services accreditation and support the Manager in maintaining standards to achieve ongoing accreditation throughout the accreditation cycles

The Health Service has developed and initiated policies and procedures for all staff to follow, however the role of the AL is a position that requires the incumbent to use their own initiative and judgement.

- Use their own initiative and instincts to ensure safe and professional care of clients
- Demonstrate flexibility where appropriate
- Chair administrative practice meetings both in and outside regular work hours
- Participate in ongoing education as required by accrediting bodies
- Comply with the University Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlines in policies.

Resource Control

The Health Service AL will:

- Ensure that all materials are used as efficiently as possible, and that waste is kept to a minimum.

Liaison

- Liaise as necessary with staff within the Health Service, as well as with staff in other student services and departments.
- Participate in health-related activities on campus as requested by the Manager.

- Actively participate in Quality Assurance and contribute in Quality Improvement by identifying areas where systems or work could be changed to provide better outcomes.
- Assist in the collection of material relevant to the program of continuous review of the operation of the Health Service and provide support and assistance to the Manager in maintaining accreditation standards
- Support the Privacy Officer in ensuring that all confidential health and commercial information is kept, stored and treated with the strictest confidentiality by all staff; providing advice to the Manager about opportunities to enhance robust privacy systems.

Additional tasks:

Undertake additional relevant duties as required by the Manager.

Job Complexity, Skills, Knowledge

LEVEL OF SUPERVISION / INDEPENDENCE

Whilst the AL is under the formal supervision of the Manager, their work is not subject to close or constant supervision of their day-to-day responsibilities.

The AL will follow established protocols as set out in the Policy and Procedure Manual, and provide advice to the Manager about quality improvements and policy development. The incumbent will often be required to work unsupervised.

The AL will be required to act on their own initiative to configure bookings and appointments to restrict unnecessary waiting time and contribute to the efficient operation of the Health Service.

PROBLEM SOLVING AND JUDGEMENT

The AL has responsibility for maintaining the appointment diaries of all of the clinicians, ensuring the smooth management of patient appointments and follow ups and forward planning. The incumbent also shares responsibility for the downloading of pathology results and ensuring accuracy in this process.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The AL must be quickly able to make decisions on the need for urgent medical attention to patients and ensure that this is made available. The AL should have a current first aid certificate and will need to perform general first aid if required.

RESOURCE MANAGEMENT

Be mindful of University resources and be proactive in suggesting cost savings opportunities.

BREADTH OF THE POSITION

The AL will be dealing with highly sensitive information regarding staff and students, as well as members of the public, and must remain highly confidential and accurate in all procedures. The

incumbent also has a responsibility to ensure that he or she contributes, to the best of their ability and within the limitations of their position, to the pursuit of the goals of the Health Service.

Selection Criteria:

Education/Qualifications

1. The appointee will have: Tertiary qualification, such as a Bachelor Degree or Division 2 Nurse or Medical Administration or an equivalent combination of relevant experience and education/training.

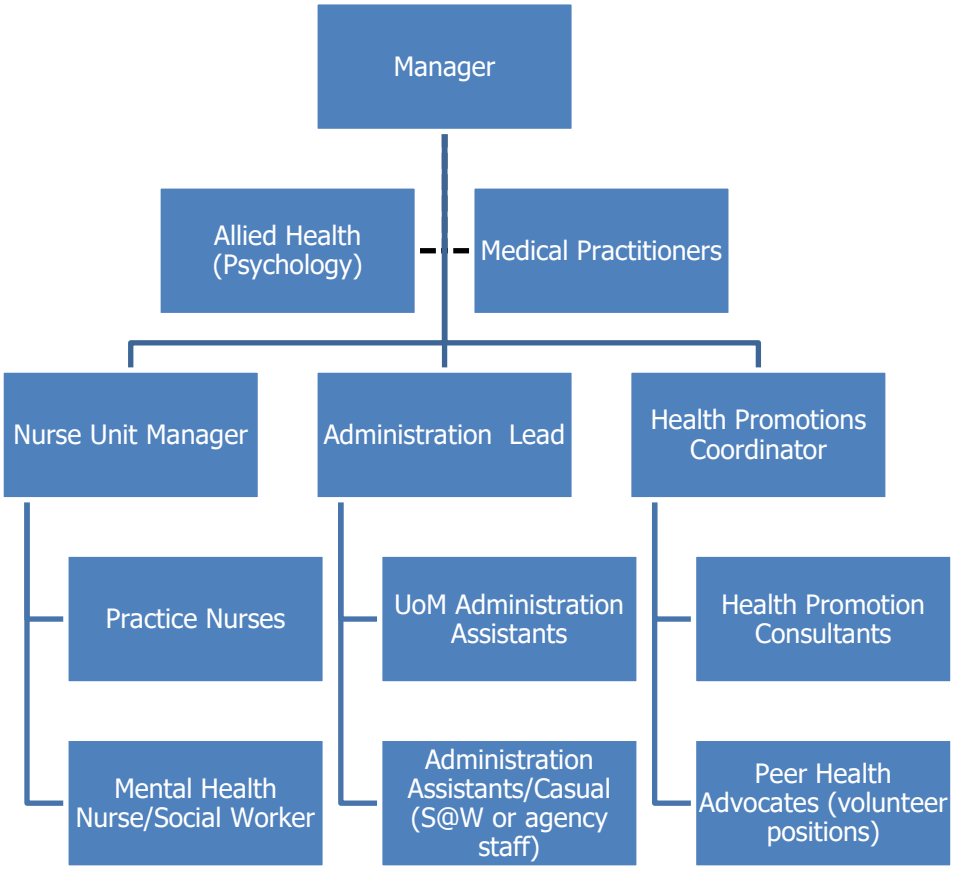
Knowledge and skills:

1. Demonstrate the University Services Values of University First by acting in the best interest of your employer; displaying Service Excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively as One Team, connecting with people and building relationships in your workplace.
2. Experience as an administrator, preferably in a medical practice using a computerised appointment and medical management software package.
3. Sound knowledge of Microsoft Word, Excel and Microsoft Outlook
4. Capacity to effectively lead a small team, with good communication, delegation, and negotiation skills.
5. An ability to communicate with a wide range of people in a sensitive and empathic manner.
6. Ability to work collaboratively within a small team, displaying initiative, and care and respect for colleagues and clients
7. Problem-solving and negotiation skills to enable the resolution of difficult or complex counter enquiries.
8. Capacity to manage sensitive material in a responsible and professional manner and assist patients who are concerned about their health needs.
9. Sound knowledge of financial functions, including application of GST, invoicing, receipting and reconciliations.
10. Capacity to work unsupervised

Other job-related information:

Occasional work out of ordinary hours.

Occasional travel to other campuses to provide administrative support to the clinical team whilst they provide services offsite.

The incumbent is required to have a working with children check and hold a current CPR certificate, as well as maintain ongoing education/training relevant to medical administration as required by RACGP Accreditation standards.

Health Service Organisational Chart 2024