

POSITION DESCRIPTION



Student and Scholarly Services
Chief Operating Officer Portfolio

Administration Assistant

POSITION NUMBER	0055882
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 4 - \$76,901 - \$81,615 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	Anne McGlashan Tel +61 3 8344 5172 amcg@unimelb.edu.au <i>Please do not send your application to this contact</i>

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

Position Purpose:

The Administrative Assistant will report to the Health Service Administration Lead and will provide high quality administrative support to the Manager and the Health Service.

The incumbent's principal responsibility is to ensure that individuals seeking medical assistance are appropriately dealt with in a timely and professional manner, providing general direction to agency administrative and students@work staff, ensuring that current information is always available to the staff through effective communication channels, so that the operation of the reception desk is undertaken in an efficient and professional manner.

The Administrative Assistant is responsible 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 Administrative Assistant is required to display a high standard of customers relations, a sound understanding of medical administrative support functions, independent judgment, and professionalism, and is required to work with initiative, maturity, discretion and collaboration with other team members.

Under the general direction of the Administration Lead, the Administrative Assistant is responsible for contributing to the effective and professional operation of the Health Service. The Administrative Assistant will develop and maintain effective working relationships with colleagues, the university community, visitors and stakeholders to ensure high quality and timely service delivery.

The incumbent is expected to work in a flexible and changing environment and operational requirements may necessitate the incumbent to perform occasional additional administrative tasks.

Reporting line: Administration Lead

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: 0

Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Minimal

Judgement: Moderate

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.

Task level: Moderate

Organisational knowledge: Minimal

Judgement: Moderate

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 Assistant must:

- Ensure that the policies of the University and Health Service are followed at all times.
- Respond promptly and appropriately to all individuals presenting to the front counter of the Health Service, including responding to emergencies and stressful clients by application of sound triage principals.
- Provide routine general direction and assistance to agency and students@work staff to enable them to provide a high level of support in their duties.
- Support the team through constructive contribution, maintaining a harmonious work environment to achieve quality outcomes.
- 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.
- Assist to keep waiting times for the patients to see health practitioners a at a minimum by efficient monitoring of bookings.
- Process cash, credit card and EFTPOS payments from patients paying for vaccines or consultations.

- Become proficient using Best Practice and/or other medical software; inputting patient details, managing appointments, 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 general 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 for financial functions and reports.

(a) Financial Assistant

- Accurately undertake financial processes such as bank reconciliations, data entry into Themis, control of the debtors list, batching and direct billing.
- Maintain standards of high quality and accuracy, providing financial and clinical reports, transmitting invoice batches to external agencies, including but not limited to Medicare, and OSHC providers, and immunisation records to AIR.

(b) Privacy Assistant

- Ensure all staff are familiar with practice privacy policies, and conform to Privacy Legislation in the health sector, providing advice to Health Service staff in matters relating to Privacy.
- Ensure 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.
- Ensure PIP compliance by overseeing and facilitating the MyHealth record registration and processing.

The Health Service has developed and initiated policies and procedures for all staff to follow, however the role of the Administration Assistant can at times require incumbents 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.
- Attend practice meetings.
- 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 Administrative Assistant will:

- Ensure that all materials are used as efficiently as possible, that waste is kept to a minimum and be proactive in suggesting cost saving opportunities.

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, helping at events such as Carnival Day.
- 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

Additional tasks:

- Undertake additional relevant duties as required by the Administration Lead or Manager.
- Undertake OH&S roles as designated by Administration Coordinator
- Undertake assistant infection control roles as required by Administration Lead or Manager

Selection Criteria:

Education/Qualifications

1. The appointee will have experience as an Administrative Assistant, preferably in a medical practice using a computerised appointment and medical management software package.

Knowledge and skills:

2. 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.
3. Sound knowledge of Microsoft Word, Excel and Microsoft Outlook
4. Capacity to function effectively as part of a small team, with good communication 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.
7. Problem-solving and negotiation skills to enable the resolution of 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 with routine supervision and general direction.

Other job-related information:

The incumbent must be flexible around work hours, as opening hours and shifts will vary and may be required to occasionally 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, hold a current CPR certificate, be COVID vaccinated as mandated for healthcare sector works, as well as maintain ongoing education/training relevant to medical administration as required by RACGP Accreditation standards.

Health Service Organisational Chart April 2024

