POSITION DESCRIPTION

**Job Title:** Clinic Coordinator

**Organisation Unit:** School of Veterinary Science

**Type of Employment:** Full time (Continuing)

**Classification:** Hew Level 6

**Location** Dayboro

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (65). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The Faculty of Science is an internationally recognised provider of world-class education and research. A research-intensive Faculty, with a gross budget in excess of $300M, employs approximately 1,500 continuing and fixed-term staff and teach around 6,000 full-time equivalent coursework students (EFTSL).

The Faculty teaches agriculture, biology, chemistry, earth sciences, food science, geography, marine science, mathematics, physics, planning, both environmental sciences and management and veterinary science, to undergraduate and postgraduate coursework students enrolled in a range of degree programs including science, engineering and health and medicine. The Faculty provides the community with the next generation of professionals and graduates who are sufficiently scientifically literate and numerate to be effective in understanding, managing and addressing complex problems, including those in energy, food supply, health, environment and sustainability.

Research conducted in the Faculty of Science includes fundamental research across a wide range of scientific disciplines and a vibrant portfolio of applied research, well linked to industry and government, particularly in its areas of Agriculture and Food Sciences, Geography and Earth Sciences, Ecology and Environment, and Veterinary Sciences.

The Faculty comprises six Schools: Biological Sciences, Earth and Environmental Sciences, Agriculture and Food Science, Chemistry and Molecular Biosciences, Mathematics and Physics, and Veterinary Science.

The School of Veterinary Science has a rich history, having been founded in 1936, and with a reputation for graduating highly capable veterinarians. The Veterinary Science program at UQ has full accreditation with the Australasian Veterinary Boards Council, the Royal College of Veterinary Surgeons and the American Veterinary Medical Association. The School also contributes to programs in veterinary technology and animal & veterinary bioscience. The respected QS World Rankings recently ranked UQ as 29 in the world in the field of Veterinary Science.

The School of Veterinary Science has high quality facilities at the UQ Gatton Campus, providing the teaching, research and clinical infrastructure and resources to further develop its strong reputation as a leading provider of veterinary training, research and clinical care. The Veterinary Teaching Hospital is an organisational unit within the School that includes all of the School’s clinical facilities; the equine and small animal hospitals at Gatton, the Clinical Studies Centre at Gatton, and a small animal hospital & large animal clinic at Dayboro (northwest of Brisbane).

UQ VETS Equine Specialist Hospital has a strong caseload that is largely referral based with some primary accession cases. Facilities include orthopedic, soft tissue and standing surgery operating theatres; advanced diagnostic equipment (digital radiography, computed tomography (CT, nuclear scintigraphy, and echocardiography), high speed treadmill, intensive care unit (including dedicated foal ICU) and dedicated isolation unit. The hospital offers a 24 hour emergency medical and surgical service. UQ BVSc students spend a month rotating through the hospital in their final year.
UQ VETS Small Animal Hospital boasts the latest in veterinary medical and surgical diagnostic and treatment options which underlie the School of Veterinary Sciences’ commitment to providing high quality, compassionate care to meet the needs of the patient, client, referring veterinarian and clinical year veterinary students. The Small Animal Hospital provides a 24 hour Emergency and Critical Care service.

UQ VETS Dayboro is one of the few truly mixed practices within easy commuting distance of Brisbane. This new facility was opened in 2013, with upgrade of the small animal facilities to hospital status, improved large animal outpatient facilities, and accommodation for nine students. Situated 45 minutes north of Brisbane, the area hosts both commercial and hobby farmers offering a mix of 50/50 small and large animals. The large animal component consists of horses, dairy and beef cattle and a growing number of camels. Large animal veterinary work is performed mostly on-farm but there also outpatient facilities available at the practice.

The UQ VETS Clinical Studies Centre facilitates and provides support to pre-clinical and clinical training in companion animals as well as a renowned research hub for clinical and behavioural research. The Centre includes a 16 – table surgical teaching facility, and is also used for veterinary continuing education events. The Clinical Studies Centre is also home to the School’s Pets-for-Life Adoption Program.

UQ VETS General Practitioners also supervise clinical placements at the RSPCA’s Brisbane Animal Care Campus, Wacol.

Information about the Faculty and the School may be accessed on the Faculty’s web site at https://veterinary-science.uq.edu.au/

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

To provide support to the Director by ensuring effective management and coordination of all day to day logistical and administrative matters of the Dayboro Veterinary Surgery.

Duties

Duties and responsibilities include, but are not limited to:

- Manage the day to day operations of the Dayboro Veterinary Surgery.
- Supervision of support staff including; skills development, roster and leave management, daily work routines and subsequent monitoring of workloads.
- Co-ordinate repairs, purchases, maintenance and care of clinic property and equipment to ensure the effective and efficient operation of the clinic.
- Ensure, adequate and appropriate administrative support is provided to the clinic staff including arranging meetings, preparation of agendas and minutes.
- Monitor administrative procedures and practices within the clinic, advising the Dayboro service leader of any issues/problems that arise and recommending improvements to streamline functions.
- Ensure, instructions for students and visitors, and clinic protocol documentation is readily available.
• Train clinic staff in the use of the Practice Management Software.
• Regularly review and update Practice Management Software, information and statistical retrieval mechanisms and other basic programming.
• Arrange and coordinate monthly VTH management meetings and regular staff meeting, including duties related to the secretarial work - agenda and minutes.
• Arrange regular interactive sessions between Dayboro- and other VTH clinicians.
• Retrieve, transform and present data from a number of business systems to assist with clinical decision making and accreditation.
• Assist with the recruitment of staff, and coordinate induction and training.
• Undertake, in consultation with the clinic service leader, annual recognition and development reviews of nursing and support staff.
• Manage practice finances including end of month financial procedures, banking, debt collection and credit card reconciliation.
• Ensure a high level of customer care is provided including the efficient management of customer complaint.
• Responsible for promoting clinic's activities through different avenues including web base applications.
• Undertake reception and other duties as requested by the Dayboro Clinic Service Head or VTH Business Manager.

Other
• Comply with the University's Code of Conduct. (See the University's web site at http://www.uq.edu.au/hupp/?page=24987).
• Comply with requirements of Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or School. (See the University’s web site at http://www.uq.edu.au/ohs/index.html?page=133956).
• Adopt sustainable practices in all work activities and comply with associated legislation and related sustainability responsibilities and procedures developed by the University. (See the University’s web site at http://www.uq.edu.au/sustainability/responsibilities.)

Reporting Relationships
This position will operationally report to the Veterinary Teaching Hospital Business Manager with an administrative reporting to the Director of Dayboro Veterinary Centre.

SELECTION CRITERIA

Essential

• Completion of an undergraduate degree in relevant discipline or an equivalent combination of relevant experience and/or education/training.
• At least 4 years of relevant administration experience.
• Proven experience in managing a team.
• Excellent interpersonal skills including the ability to communicate effectively with stakeholders by telephone, email and in person.
• Ability to prioritise own workload, work independently and meet deadlines.
• High level competence with office software systems, particularly Excel or other information systems.
- Demonstrated competence in the conduct of administrative work including the ability to review work practices and update procedures and processes or the demonstrated ability to rapidly acquire such knowledge.
- Excellent interpersonal skills (including written and verbal communication) and the ability to liaise with internal and external stakeholders at all levels.
- Demonstrated ability to work under pressure and accommodate conflicting priorities.
- Analytical skills sufficient to assess problems and propose appropriate solutions

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.