POSITION DESCRIPTION

Position Title: Clinics and Reception Administrator
Organisation Unit: School of Health and Rehabilitation Sciences
Position Number: 3005289
Type of Employment: Fixed term for 3 years
Classification: HEW Level 4

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.

Faculty of Health and Behavioural Sciences

The Faculty of Health and Behavioural Sciences is a strong faculty that has a coherent focus on health and well-being underpinned by a clear integrative theme related to preventative health and behaviour change. Furthermore, the new Faculty provides the opportunity for the non-medical health sciences to have a stronger voice and greater visibility within the University.

- School of Dentistry
- School of Health and Rehabilitation Sciences
- School of Human Movement & Nutrition Sciences
- School of Nursing, Midwifery & Social Work
- School of Pharmacy
- School of Psychology
- Centre for Youth Substance Abuse Research
- Centre of National Research on Disability and Rehabilitation Medicine
- National Research Centre for Environmental Toxicology

School of Health and Rehabilitation Sciences

The School of Health and Rehabilitation Sciences was established in 1994. The constituent divisions of the School are Audiology, Occupational Therapy, Physiotherapy and Speech Pathology. Undergraduate programs are available in Occupational Therapy, Physiotherapy and Speech Pathology with graduate entry programs available in all divisions. Each division also offers a number of postgraduate coursework and higher degree research programs. Each of the undergraduate degree programs is of four years’ duration and includes both preclinical and clinical study offered in an integrated way. Except for the Audiology Program, the graduate entry programs are accelerated two-year programs, inclusive of summer semesters.

Considerable emphasis is placed within the educational programs on problem solving and diagnostic decision-making and students are guided in the processes of systematic and holistic assessment and the selection and effective implementation of management approaches. Each discipline prepares students to operate within the health, education and related systems and to contribute meaningfully to team efforts. Teaching to multidisciplinary groups within the School paves the way for interdisciplinary involvement in client care and interdisciplinary research. Students within each of the four divisions gain supervised professional experience as part of their academic program and on completion of their degree; graduates are ready for immediate entry to their profession. The School operates client-oriented clinics to support the teaching and research activities of the School and to provide a service to the community.

All disciplines within the School of Health and Rehabilitation Sciences are active in research and are making significant contributions to the advancement of knowledge in their professions. Students within the School of Health and Rehabilitation Sciences gain supervised professional experience as part of their academic program and on completion of their degree, graduates are ready for immediate entry to their profession.
The UQ Health and Rehabilitation Clinics provide:

Comprehensive clinical services in:
- Audiology
- Occupational Therapy
- Physiotherapy
- Speech Pathology
- Telerehabilitation

Research
- Conduct clinical and educational research
- Implementation of research findings

Education
- Clinical education for undergraduate, graduate entry and postgraduate students of the School of Health and Rehabilitation Sciences (SHRS) and the Faculty of Health Sciences
- Continuing education for professional practitioner and educators

The Clinics Professional staff team consists of fifty-two (52) clinical educators, three (3) administrators, and seven (7) managers. The management team is led by the Clinical Operations Manager and includes the five clinical service managers and the practice manager. Each clinical service manager supervises clinical educators that equate to three to four full time equivalence (FTE); these are a mix of full-time, part-time and casual positions.

Further details about the School and its activities may be accessed on the School’s web site at http://www.shrs.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 contribute to client care and student education by undertaking a Clinics and Reception Administrator role in the School’s clinics which comprise of audiology, occupational therapy, physiotherapy, speech pathology and telerehabilitation. You will represent the School in a professional and courteous manner with a strong orientation to the provision of high level customer service to clients, students and other staff.

**Duties**

Duties and responsibilities include, but are not limited to:

**Clinics and Reception Administration**

- Provide reception services to prospective and current clients of the clinics, including scheduling client appointments, processing client invoices and payments, maintenance of electronic and paper records, monitoring of client accounts and
overall coordination of the client-clinic relationship. Assist students and other staff in these tasks as required.

- In conjunction with the Practice Manager and Clinic Managers, coordinate the scheduling of clients within the School’s clinics, according to educational and operational requirements.

- Ensure prospective and current clients are provided with accurate information regarding the clinics’ programs and services, ensure pre-attendance information is received in a timely manner and maintain oversight of waitlists to maximise the booking of appointments.

- Employ high levels of professionalism in the delivery of customer service; undertake all tasks with a high level of accuracy and attention to detail.

- Develop a very high level of knowledge in use of the School’s electronic Practice Management System. Undertake administrative quality control functions as relevant to the clinics, such as ensuring quality of data entry by students, tracking and coordination of consumables and resources, mitigation of any scheduling conflicts and reviewing of financial information.

- Participate in the review and development of standard operating procedures.

- Place orders for equipment and consumables as required in line with the University’s procurement and purchasing policy.

- Undertake daily and weekly banking reconciliations.

- Provide cross coverage in other areas of the School where similar duties and tasks are required.

- Undertake general office tasks, such as filing, photocopying and mail outs.

- Assist staff and students to maintain tidiness and overall appearance of clinic areas.

**Conditions of Appointment**

- Ability to work within an agreed work pattern within the hours of 7:30am to 6:00pm Monday to Friday.

- Annual leave will be approved around the operational requirements of the Clinics.

- Adherence to the UQ Health and Rehabilitation Clinics Staff Charter and Standard Operating Processes.

- Ability to communicate with clarity of speech and diction.
Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- the [University’s Code of Conduct](#)
- requirements of the Queensland occupational health and safety (OH&S) legislation and related [OH&S responsibilities and procedures](#) developed by the University or Institute/School
- the adoption of sustainable practices in all work activities and compliance with associated legislation and related University [sustainability responsibilities and procedures](#)
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related [responsibilities and procedures](#) developed by the University

Organisational Relationships
The position reports to the Practice Manager, School of Health and Rehabilitation Sciences.

**SELECTION CRITERIA**

**Essential**

- Completion of a certificate-level qualification plus relevant experience in an allied health setting or an equivalent combination of experience and education/training (such as Microsoft Office and/or practice management software training, customer service training or health administration training).
- Demonstrated experience working in a customer service position with a focus on administrative and reception responsibilities in a health care setting.
- Demonstrated experience in the use of computer systems and other technology relevant to the position such as the Microsoft Office suite of programs, email systems, internet-based technologies and practice management software.
- Be responsible for planning your own workload to ensure that the needs of the clinics are met, whilst allowing for fluctuations in workload.
- Readiness to represent the School in a professional and courteous manner and according to contemporary standards of a health service in a high volume/pressure environment.
- Aptitude for communicating with clients and students, including people with physical and mental disabilities, showing appropriate levels of empathy, respect and confidentiality whilst providing a high level of customer service.
- Capacity to take recreational leave around the operational requirements of the School’s clinics operating times (unless pre-approved or in exceptional circumstances).
- Ability to work effectively and flexibly as part of a team according to an agreed work roster.
Desirable

- Experience using EFTPOS and cash handling.

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.