# Position Description

**Title:** Centre of Emotional Health Clinic (CEHC) Coordinator  
**HEW Level:** HEW 6  
**Faculty/Office:** Centre for Emotional Health  
**Position Number:** 0000096808  
**Department/Team:** Psychology Department  
**Date:** November 2019

**Position Purpose:** To manage the administrative functions in the Centre of Emotional Health Clinic to support its ongoing sustainability and opportunities for growth.

## ORGANISATIONAL CONTEXT

The Faculty of Human Sciences is a unique and exciting combination of disciplines across 4 key areas of expertise - Education, Language, Health and the Mind. The faculty is known for its high calibre professionally accredited courses and its research excellence across our Departments of Educational Studies, Linguistics, Psychology, and Cognitive Science.

The Psychology Department at Macquarie University is a research-intensive department that is home to the Centre for Emotional Health (CEH), the Centre for Elite Performance, Expertise, and Training, and other highly productive research groups and laboratories, with a state-of-the-art simulation precinct. The Psychology Clinics at Macquarie University offer specialised psychological services to the general community.

The Centre for Emotional Health Clinic (CEHC), within the Centre for Emotional Health (CEH) at Macquarie University is a world-renowned clinical treatment, training, and research facility that specialises in research into the understanding and management of anxiety and related mental disorders across the lifespan. It provides assessment and treatment for over 750 people per year, mostly through the implementation of clinical trials, private therapy services and training for students and professionals in clinical psychology.

## ORGANISATIONAL CHART

![Organisational Chart](chart.png)
### KEY ACCOUNTABILITIES

- Lead and manage the front desk and administrative operations of the CEH Clinic and promote a high performance, client-centric culture underpinned by the CEH vision and mission.
- Plan and coordinate specialised administrative tasks associated with the delivery of clinical training and research trials, including managing client communication, health records, funding restrictions, integrated systems and web presence.
- Receive, resolve and/or escalate client and external stakeholder requests and complaints in alignment with CEH Clinic and University policies, procedures and relevant legislation.
- Support administrative and reception staff in responding to distressed and difficult clients (including issues of suicide/risk), resolve complex issues or escalate as appropriate to a Clinical Supervisor or the CEHC Director.
- Monitor the appointment schedule and waitlist to ensure clinical utilisation is maximised and waitlist times for clients is minimised.
- Liaise with external stakeholders and coordinate the delivery of reporting, correspondence and requests.
- In conjunction with the clinic director, develop and implement quality assurance and client satisfaction programs.
- Champion continuous improvement in business systems and processes, supporting CEH researchers and clinicians.
- Coordinate with MQ functional specialist teams including finance, HR, marketing, IT, building management, facilities and other services to support the effective operation of the CEH Clinic.
- Manage the purchasing and management of clinic inventory including ordering equipment, consumables and office supplies to ensure adequate stock is available under the direction of Clinic Director and within the confines of the budget.
- Contribute to the development of marketing and business development plans to promote the CEH Clinic and, in conjunction with the Clinic Director, identify and assess the market for opportunities to develop new programs and initiatives to grow CEHC service offerings.
- Monitor workplace health and safety compliance within the Clinic and appropriate raise issues as required.
- Coordinate banking, invoicing/billing, receiving and Medicare/NDIS claiming, in alignment with the University’s financial processes and controls.
- Ensure the clinic operations are compliant with relevant statutory and regulatory obligations.
- Manage, coach, develop, recruit and onboard reception and administration staff and ensure staff uphold professional standards in maintaining accuracy and confidentiality of health and client records.
- Coordinate the allocation of resources, workload and rosters across the administration team and provide front desk/reception services when needed.
- In collaboration with Clinic Director, implement and maintain onboarding procedures, training, and code of conduct for new staff and students working at the clinic.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and appropriate for this classification.

### POSITION CONTEXT

<table>
<thead>
<tr>
<th>Reports to:</th>
<th>Director, CEHC</th>
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<tr>
<td>Positions Reporting to:</td>
<td>Direct: CEHC Administration Assistant x 2, casual CEHC Receptionists Indirect: nil</td>
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| Key Direct Clients: | • Clients/ patients of CEHC  
• Director, Centre of Emotional Health  
• CEHC Clinical staff  
• Community Mental Health Professionals & Providers  
• Placement students |
| Other Key Relationships: | • Macquarie University Psychology Clinic  
• MQ Health Clinics  
• External Suppliers  
• Domestic and international clinical services  
• MQ functional teams (including IT, marketing, HR, building management, facilities)  
• Specialist external IT services |
| Budget Accountability: | N/A |
| Role-specific Conditions: | Out of hours work may be required  
WWCC  
Immunisation Check |
<p>| Scope and autonomy | Within defined parameters, adapts and develops processes, procedures, systems and/or techniques that impact how work is performed. |
| Problem solving | Regularly identifies, designs, develops and implements improvements to work procedures, practices, systems and/or techniques. |</p>
<table>
<thead>
<tr>
<th>CAPABILITY FRAMEWORK</th>
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<td>Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.</td>
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<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
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<tr>
<td><strong>Planning and Execution</strong>: Managing time and resources to complete tasks and achieve objectives.</td>
<td><strong>Reliability</strong>: Meeting commitments and responsibilities.</td>
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<td><strong>Quality Focus</strong>: Ensuring accuracy and quality when completing tasks.</td>
<td><strong>Perseverance</strong>: Persevering despite obstacles to ensure tasks are completed.</td>
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<td><strong>Communication</strong>: Effectively grasping and conveying ideas and concepts to others.</td>
<td><strong>Flexibility</strong>: Responding effectively to unexpected or changing circumstances.</td>
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<td><strong>Service Focus</strong>: Making clients, students, staff, key contacts and their needs a priority.</td>
<td><strong>Interpersonal Impact</strong>: Making a positive impression on others in a range of interpersonal contexts.</td>
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<td><strong>Relationship Management</strong>: Establishing effective working relationships with others.</td>
<td><strong>Initiative</strong>: Taking action, on own accord, to address problems and prevent them from.</td>
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<tr>
<td><strong>Influencing and Persuading</strong>: Building commitment by convincing others and winning them over to a particular point of view.</td>
<td><strong>Resilience</strong>: Dealing effectively with and recovering quickly from setbacks or pressure.</td>
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<td><strong>Implementing Systems</strong>: Adopting a systematic and organised approach, and developing and utilising guidelines and procedures.</td>
<td><strong>Integrity</strong>: Maintaining confidentiality, discretion and professionalism.</td>
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<td><strong>Delivering Outcomes</strong>: Holding self and others accountable for achieving high quality and solution focused outcomes.</td>
<td><strong>Developing Capability</strong>: Coaching, mentoring and supporting others to develop their competence and confidence for performance and growth.</td>
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**REQUIRED KNOWLEDGE**
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Degree and/or equivalent experience in health administration, psychology or related discipline
- Knowledge of health service provider obligations under the Australian Psychology Society Code of Ethics, Privacy Act and the Health Records and Information Privacy Act
- Computer skills including Office 365, Practice Management Systems, electronic recording systems and data management tools, and a capacity to learn new software packages
- Understanding of health administration and market
- Highly developed verbal and written communications skills, and the ability to engage with young people, adults, health practitioners and external stakeholders with a calm and professional demeanour

**ACQUIRED KNOWLEDGE**
Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.

- Knowledge of the Clinic, CEH and Faculty’s functions and structure
- Knowledge of the Clinic, CEH and Faculty’s policies, systems, processes and procedures
- Knowledge of how the University works and how relevant functions across the University interrelate

**KEY EXPERIENCES**
Practical experiences and exposure to specific environments or activities related to successful performance.

- Working in an administration management role in a healthcare setting
- Exposure to a clinical research environment with an understanding of research ethics and associated procedures and protocols
- Leading and developing a team
- Developing and implementing administrative processes and policies
- Managing clinic appointment schedules and waitlists to maximise capacity
- Project Management in a clinical research environment and/or private health service
- Building and managing relationships and partnerships
- Experience in managing change, conflict resolution and ability to problem solve
- Proving service to customers/clients