POSITION DESCRIPTION

Administrative Assistant

Faculty/Division | Medicine & Health
Classification Level | Professional 4
Hours & Span (Category) | G - Administrative, Clerical, Computing, Professional & Research Staff
Position number | 00198422
Shiftwork status | NOT SHIFTWORKER
Allowances | Nil
On call arrangements | Nil
Original document creation | Nil

Position Summary
The Lifestyle Clinic is an initiative of UNSW Medicine & Health. It is a multi-disciplinary facility, which provides quality services in lifestyle assessment and lifestyle change programs, as well as exercise prevention and rehabilitation. The clinic also provides a platform for learning, teaching and research activities for our UNSW Health Sciences students undertaking an allied health degree.

The Administrative Assistant will provide administrative support to the UNSW Medicine & Health Lifestyle Clinic staff and will ensure effective operation of the Clinic reception.

The role of the Administrative Assistant reports to the Manager, School of Health Sciences, and may take direction from the Head of School of Health Sciences. This role has no direct reports, however, may be responsible for overseeing/assigning tasks to casual reception staff.

Accountabilities
Specific accountabilities for this role include:

- Act as first point-of-contact for enquiries made to the clinic via telephone, email and in person ensuring all correspondence is distributed as required.
- Provide accurate and prompt information to patients, health/medical professionals, students and visitors, and refer to appropriate staff when required.
- Operate the clinic’s patient management system and database and ensure all patient data is entered accurately, correctly, and efficiently and staff/student rostering is sufficient to cover clinic needs and
government/governing body regulations. Assist the day-to-day functioning of the clinic by providing appropriate administrative support to all staff, including processing referrals, reports and financial transactions, organising and attending meetings, drafting agendas and minute taking.

- Liaise with medical/health stakeholders regarding clinic referrals and activities.
- Run End of Day procedures and daily/weekly reconciling in conjunction with requests from the School Finance Analyst and Head of School of Health Sciences.
- Ensure utility rooms are kept in order and well equipped, including overseeing maintenance of photocopiers and other office equipment.
- Assist in student practicum administrative activities as required.
- Mentor and guide the Lifestyle Clinic junior reception staff to grow their knowledge of business administrative practices.
- Support promotional activities of the Lifestyle Clinic and other duties as directed by the Senior Clinician.
- Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

- Relevant tertiary qualification (e.g. Secretarial or Administrative training at College or TAFE) or equivalent level of knowledge gained through any other combination of education, training and/or experience.
- Demonstrated experience in delivery of quality, professional, customer focussed services to internal and external clients.
- Proven experience in reception and administration procedures including the use of client/patient management databases.
- Excellent interpersonal, oral and written communication skills including the ability to liaise with people from diverse groups and backgrounds at all levels (clinical staff, patients, health professionals, researchers and students).
- Well-developed administrative skills which include proven advanced computing experience including Microsoft office suite (particularly Excel databases and spreadsheets), email and internet packages.
- Demonstrated effective organisational skills including the ability to work independently, prioritise tasks and work to deadlines while maintaining a high attention to detail.
- Proven ability to work effectively in a team.
- An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

Pre-employment checks required for this position

- Criminal and Working with Children Check