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## POSITION DESCRIPTION

# Clinic Administrator

Faculty/Division	Science
Classification Level	Professional 5
Hours & Span (Category)	G - Administrative, Clerical, Computing, Professional & Research Staff
Position number	00204633
Shiftwork status	NOT SHIFTERWORKER
Allowances	N/A
On call arrangements	N/A
Original document creation	30 October 2024

### Position Summary

A **Clinic Administrator** provides effective day-to-day administrative support within the School of Psychology to ensure all services are provided efficiently to meet the operating needs of the UNSW Psychology Clinic.

The role reports to the UNSW Psychology Clinic Director and has no direct reports.

### Accountabilities

Specific accountabilities for this role include:

- Provide high level administrative support to the UNSW Psychology Clinic.
- Act as the first point of contact for internal and external stakeholders, maintaining effective channels of communication, analysing requests and correspondence to prioritise as well as urgent and often sensitive matters.
- Provide effective specialist advice relating to administrative guidelines, processes and activities.
- Develop and maintain detailed filing systems, spreadsheets, databases, websites and other administrative systems.
- Draft agendas, minutes, correspondence, briefing notes, and guidelines for specific committees and meetings as required.

- Respond to a range of in-person, telephone and email enquiries from internal and external stakeholders, and initiate, action or escalate as necessary.
- Review and monitor finance administration requests, including but not limited to, purchasing, travel, credit card reconciliation, expense reimbursements, payment requests and billing processes.
- Arrange, support and promote meetings and events for internal and external stakeholders.
- Undertake induction and new starter process for new staff and visitors including access to systems and building and site orientation.
- Participate in relevant projects and business improvement activities to streamline processes and facilitate administrative efficiency.
- May supervise students on placement in the clinic in terms of administrative tasks and/or have overall responsibility for the day to day administrative operations of the UNSW Psychology Clinic.
- Oversee the test library's administrative needs, including cataloguing materials, tracking usage, and assisting staff and students with access to resources.
- Assist with research activities for the Master of Psychology (Clinical) program, including conducting data entry on Qualtrics.
- Maintain clinic records, databases, and systems, ensuring they are up to date and comply with ethical guidelines, privacy regulations, and UNSW procedures.
- Plan and manage clinic events and workshops, including scheduling, room bookings, catering, and preparation of materials.
- Align with and actively demonstrate the [Code of Conduct and Values](#).
- Cooperate with all health & safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the psychosocial or physical health and safety of yourself or others.

## **Skills and Experience**

- Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.
- Advanced time management, organisational and problem-solving skills, including the ability to meet deadlines.
- Well-developed interpersonal and written and verbal communication skills.
- Demonstrated experience providing effective customer service and support to clients at all levels, and administrative support to clients at all levels within a clinic, university, or healthcare setting.
- Highly proficient computer literacy with excellent skills in Microsoft Office applications.
- Ability to make sound judgements and work both independently and as part of a team.
- Demonstrated experience supporting and contributing to projects and initiatives, particularly in an administrative or clinical setting.
- Advanced numeracy skills with experience in financial administration, including invoice processing.

- Demonstrated ability to guide and supervise students on placement in the clinic in terms of administrative tasks.
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health & safety (psychosocial and physical) responsibilities and commitment to attending relevant health and safety training.

**About this document**

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.