

POSITION DESCRIPTION

Academic Services
University Services

Team Leader, Health Service

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| POSITION NUMBER | 0045137 |
| PROFESSIONAL CLASSIFICATION STANDARD/SALARY | PSC 6 - \$79,910 - \$86,499 per annum |
| SUPERANNUATION | Employer contribution of 17% |
| WORKING HOURS | Full Time (1 FTE) |
| BASIS OF EMPLOYMENT | Continuing |
| HOW TO APPLY | <p>Go to http://about.unimelb.edu.au/careers, under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.</p> <p>Indigenous applicants are encouraged to apply.</p> |
| CONTACT FOR ENQUIRIES ONLY | <p>Anne McGlashan Tel +61 3 8344 5172 Email amcg@unimelb.edu.au <i>Please do not send your application to this contact</i></p> |

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University's strategy, 'Growing Esteem', at <http://about.unimelb.edu.au/strategy-and-leadership>

UNIVERSITY SERVICES

University Services is the shared services function for the University of Melbourne. We are dedicated to operating with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best. This component of the Melbourne Operating Model is the largest administrative unit within the University and is committed to:

- Putting the university first, by acting in the best interest of students, academics and overall strategy
- Maintaining a culture of service excellence
- Working together as one team to achieve results through collaboration, respect and expertise.

University Services is comprised of over 1,600 staff and consists of nine portfolios delivering a range of transactional services and expert advice:

- Academic Services
- Business Intelligence and Reporting
- External Relations
- Finance and Employee Services
- Infrastructure Services
- Legal and Risk
- Procurement
- Project Services
- Research, Innovation and Commercialisation

ACADEMIC SERVICES

Academic Services brings together student, academic and library services in an integrated network to support the University's core business of learning and teaching, research and engagement.

The Health Service is a general practice specifically for staff, students and families of students of the University of Melbourne. The Health Service operates as a unit of Wellbeing Services which is a department comprising of a suite of services tailored to the needs of the university community. The Health Service shares the mission of Wellbeing Services which is to ensure our clients are provided with the support, skills, tools and professional advice to enable them to complete their studies and ensure a positive University of Melbourne experience.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University's People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous strive to service for excellence and reach the targets of Growing Esteem.

ABOUT THE ROLE

Position Purpose:

Team Leader

The Team Leader is responsible for the effective management and supervision of the administrative team, and operation of the Health Services reception desk and administration office. The incumbent has responsibility for maintaining local data management systems including appointment and client record processes. The position is involved in the initiation and implementation of actions that enhance the efficiency and the quality of administrative functions of the Service, and provides direct support and advice to the Manager in relation to a range of strategic activities and initiatives.

The incumbent's principal responsibility is to ensure that individuals seeking medical assistance are appropriately dealt with in a timely and professional manner, by providing supervision and direction of administrative staff, ensuring that current information is always available to the staff through effective communication channels, so that the operation of the reception desk is undertaken in an efficient and professional manner.

The Team Leader has delegated responsibilities in the absence of the Health Service Manager, including providing managerial direction and delegating duties for the administrative staff as deemed appropriate.

Reporting line: Manager, Health Service

No. of direct reports: 5

No. of indirect reports: 0

Direct budget accountability: #

Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Moderate

Judgement: Significant

Operational context: 1

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at <http://safety.unimelb.edu.au/topics/responsibilities/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

Office Management and supervision of staff

This area involves:

- Timely provision of support to the Medical Practitioners for all matters relating to their ability to function within the Health Service, enabling a smooth and effective flow of patient throughput, including providing relief to reception when required.
- Enabling the provision of effective administration processes within the office, ensuring the policies and procedures of the University and the Health Service are followed always, ensuring compliance with RACGP standards is maintained and Practice Incentive Payment targets are met.
- Directing and supervising the workflow within the office to ensure quality control in the areas of medical administration; counter enquires; registrations; billing, as well as providing accurate assistance to the Manager in the day-to-day administration of human resource requirements,

including overseeing the processing of casual salary payments and development and implementation of new and improved administrative processes

- Developing the agenda and chairing administration team meetings and accurate and timely recording and distribution of staff meeting minutes
- .Act as the Health Service EHS officer, ensuring compliance to University OH&S and safety policies.

MANAGEMENT OF STATISTICAL AND CLIENT RECORDS

This area involves:

Overseeing the operation of the Health Service database

- Assist the Manager in coordination of IT procurement and management, maintenance and security, liaising with various relevant University departments.
- Providing regular data reports for the Manager and other stakeholders, and to accommodate the needs of emerging clinical trends and work patterns of the medical professionals.
- Overseeing cyclical archiving and disposal of confidential client records and general administrative files, including electronic storage and culling as per University of Melbourne policy, in consultation with the Manager.

FINANCIAL AND RESOURCE MANAGEMENT

This area involves:

- Overseeing day-to-day financial activities in the office, ensuring timely and accurate account keeping, including; invoicing, receipting and banking of Health Service revenue; performing checks and audits of the health professional's billings and the provision of financial summary reports to practitioners and the finance team
- Identifying areas of priority expenditure, stationery and consumable ordering and making recommendations to the Manager including development and implementation of a plan for the purchase and rollover of major equipment and furniture items
- Troubleshoot IT issues, liaising with IT Services personnel on complex IT issues and overseeing the installation of computer and network software, printers and IT upgrades.

POLICY AND PLANNING SUPPORT

This area involves:

- Maintaining up-to-date knowledge of relevant University legislation, financial, personnel and compliance policies and ensuring all staff work within the bounds of these regulations and requirements.
- Identifying areas and informing and supporting the Manager in matters relating to growth, expansion and quality improvement of administrative and other matters within the Health Service
- Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in University policies.

COMMUNICATION SUPPORT

This area involves:

- Liaising with staff in other Academic Divisions in the preparation of promotional material relating to the Health Service and the maintenance of its website

OTHER DUTIES

- The Team Leader will undertake other relevant duties as requested by the Manager of the Health Service.

LEVEL OF SUPERVISION / INDEPENDENCE

The Team Leader requires a high level of independence and works under the general direction of the Health Service Manager. The incumbent will follow established protocols as set out in the University's Policy and Procedure Manual, and will be required to work unsupervised in the absence of the Manager. The incumbent is expected to prioritise workloads and plan-ahead to ensure mandatory time frames are met.

The Team Leader has delegated responsibilities in the absence of the Manager, as outlined in the University Health Service Procedures Manual, and is responsible for coordinating and supervising a team of five administrative staff.

PROBLEM SOLVING AND JUDGEMENT

A high degree of professional judgement is required, as the incumbent must be able to make efficient decisions based on the need for urgent medical attention to patients, and ensure that the attention is provided. The Team Leader will use common sense to seek the advice of the Health Service Manager on matters that are not covered within the allocated responsibilities. The Team Leader exercises judgement regarding confidentiality, sensitivity and the prioritising of tasks at all times.

The incumbent will interpret and implement the policies and procedures of the University and the Health Service at all times. The Team Leader will use initiative to identify and develop processes to improve the work area, and implement them as required to work efficiently within the department.

The incumbent requires high level problem solving skills in order to investigate and resolve issues associated with salary payments, and to identify and correct discrepancies or incorrect transactions.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Team Leader requires an excellent understanding of the organisational structure of the University, and the relation and interaction of the Health Services to other areas in University Services, and a comprehensive and up to date

understanding of University policies and procedures is also required, as they relate to the operation of the Health Service

The Team Leader requires a capacity for personal initiative and independent action, and works within broad guidelines established by the Manager of the Health Service.

RESOURCE MANAGEMENT

The Team Leader is responsible for supervising and coordinating a team of four staff, and casual staff when required, to provide an administrative service.

The incumbent will be consistently dealing with highly sensitive information regarding staff, students, and members of the public, and must remain professional, confidential and accurate in all procedures.

The Team Leader provides high quality advice to the Manager and Service in support of the Health Service's goals. The position is required to exercise judgment in the fulfilment of duties.

The position must exercise discretion and innovation while assuming responsibility for outcomes and determining appropriate workloads for administrative staff.

The incumbent must be able to successfully negotiate day-to-day personnel, workplace, resource, IT, and planning issues as they arise.

BREADTH OF THE POSITION

The incumbent has a responsibility to ensure that he or she contributes, to the best of their ability and within the limitations of the position, to the pursuit of the organisational goals of the Health Service.

The position includes a wide range of administrative duties within the Service, and requires initiative, and excellent interpersonal and organisational skills. The Team Leader is expected to resolve problems relating to the day-to-day running of activities, and implement new procedures in a changing environment.

The Team Leader ensures quality support to clients, staff and key stakeholders. Additionally, the Team Leader represents the Health Service on campus in relation to the broader administration of student and staff support services. The position entails contact with a wide range of clients and stakeholders including students and staff, requiring the incumbent to have the ability to respond effectively and sensitively with people at all levels of the University and the wider community.

The Team Leader is expected to continually seek to improve the standard of administration within the Service. They must possess an understanding of emerging trends (e.g. IT), and make recommendations regarding the adoption of these packages to improve Service efficiency. An intricate understanding of the issues surrounding confidentiality and dealing with sensitive clients is also essential.

Selection Criteria:

Education/Qualifications

1. The appointee will have: Completion of a degree in an appropriate field or an equivalent combination of relevant experience and/or education/training.

Knowledge and skills:

2. Demonstrate the University Services Values of University First by acting in the best interest of your employer; displaying Service Excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively as One Team, connecting with people and building relationships in your workplace.
3. Experience in an administrative supervisory role, preferably in a medical practice using a computerised appointment and medical management software package
4. Demonstrated problem solving and negotiation skills to enable the resolution of difficult or complex counter enquires.
5. Experience in the management and monitoring of financial systems including general account reconciliation, ordering and resource management.
6. Excellent interpersonal skills and a commitment to continuous quality improvement.
7. Experience in the management of computer and database systems in a windows operating environment
8. A sound knowledge of Microsoft Word, Excel and Outlook
9. An ability to demonstrate tact, discretion and confidentiality whilst maintaining a professional and helpful manner at all times, to both colleagues and clients
10. An ability to work collaboratively, positively and flexibly both in a team and independently, managing a wide variety of administrative tasks and adapting to change priorities
11. Demonstrated human resource management skills with the ability to encourage, support, motivate and direct staff.

Desirable:

1. Knowledge of University accounting (Themis) and Personnel Policies and Procedures.

Other job related information:

The incumbent must be flexible around work hours, as opening hours and shifts will vary and may be required to occasionally travel to other campuses to provide administrative support to the clinical team whilst they provide services offsite.

The incumbent is required to have a working with children check and hold a current CPR certificate, as well as maintain ongoing education/training relevant to medical administration as required by RACGP Accreditation standards.