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| **Position Title**  | Treatment Coordinator  |
| **Classification**  | Level 4  |
| **School/Division** | School of Dentistry |
| **Centre/Section** | Oral Heath Centre of WA (OHCWA) |
| **Supervisor Title**  | Manager, Patient Services |
| **Supervisor Position Number**  | 303343 |
| **Position Number** | 301963, 302456, 305573, 305574, 305575, 305577, 307560, 308913, 309582, 309584, 309662 |

**Your work area**

The Oral Health Centre (OHCWA), a state-of-the-art dental teaching and learning facility united with an oral health care clinic, is the only institution in WA offering tertiary training in dentistry. OHCWA is first and foremost a teaching facility, and its contract with the Government to provide dental services to eligible members of the public ensures that students have access to a suitable pool of patients to develop the necessary skills and aptitudes of oral health practitioners.

OHCWA provides modern clinical facilities, laboratories with state of the art equipment, clinical teaching and computing facilities, as well as access to the broader facilities of UWA.

**Reporting structure**

Reports to: Manager, Patient Services

**Your role**

As the appointee you will, under general direction be responsible to the Manager Patient Services. You will provide dental reception duties and provide expertise in a wide variety of administrative duties to support the reception at the OHCWA.

**Your key responsibilities**

Ensure smooth running of the Oral Health Centre by organising and maintaining patient appointment schedules for students and specialist clinics

Respond to complex enquiries over the counter (face to face), by email and telephone including the coordination of interpreter services and prioritising and initiating actions as required

Create computerised dental accounts/receipts by registering patients into the Patient Management System (PMS)

Create and maintain patient dental records including transfer of electronic data

Assist to input clinician rosters for the calendar year and amend as required

Prepare documentation, reconcile cash/cheque/EFTPOS payments

Liaise with Dental Health Services, Private Practices, Prison Services and Highgate Primary School regarding referrals, patient appointments and handovers

Coordinate and confirm patient receipt of appropriate benefits/subsidies with Centrelink and Private Health Funds

Coordinate surgery appointments with South Perth Hospital and ensure all required patient information, x-rays and consents are forwarded as necessary

Develop and maintain office systems, records, correspondence, and procedures to a high standard for efficient operation

Coordinate patient waiting and recall lists, rescheduling, adding and removing patients according to availability of dental services

Clerical duties including photocopying, scanning, filing, collecting and distributing mail

Consult with Clinical Staff / Dental students on operational issues

Participate in induction and training of new reception staff

Assist clinicians and dental students with research projects

Promote teamwork through cooperative and professional behaviours and contribute to the high performance of the team

Other duties as directed

**Your specific work capabilities (selection criteria)**

Year 12 or equivalent competency

Recent experience working in a dental/medical reception environment which includes maintaining electronic patient records

Well-developed interpersonal, verbal, and written communication skills, ability to work sensitively and effectively with a range of people at all levels and from diverse cultural backgrounds

Competency in handling/processing cash/cheques and EFTPOS payments and excellent numeracy skills

Competency in a range of computing skills including programs relevant to dental practice

Well-developed organisational skills and ability to handle multiple tasks

Demonstrated computer competency, including the capacity to maintain electronic patient records and clinic-related correspondence

The completion of or progress towards a dental/medical receptionist qualification

Ability to work independently with minimal supervision and as part of a team

Ability to manage multiple demands and meet deadlines in a busy environment

**Special requirements (selection criteria)**

There are no special requirements

**Compliance**

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

The University’s Code of Conduct [hr.uwa.edu.au/policies/policies/conduct/code/conduct](https://www.hr.uwa.edu.au/policies/policies/conduct/code/conduct)

Inclusion and Diversity [web.uwa.edu.au/inclusion-diversity](https://www.web.uwa.edu.au/inclusion-diversity)

Safety, health and wellbeing [safety.uwa.edu.au/](https://www.safety.uwa.edu.au/)