

POSITION DESCRIPTION

Position Title	Administrative Officer, ACU Health Clinics		
Organisational Unit	Faculty of Health Sciences		
Functional Unit	ACU Health Clinics		
Nominated Supervisor	Clinic Coordinator: ACU Health Clinics Brisbane		
Higher Education Worker (HEW) Level	HEW ₄	Campus/Location	Brisbane
CDF Achievement Level	1 All Staff	Position number:	10608869
Employment Type	Fixed Term	Date reviewed	March 2019

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

At ACU we pride ourselves on offering a welcoming environment for everyone. At the same time, we are a university committed to standing for something clear. We stand up for people in need and causes that matter. ACU's Mission is central to the University, and informs every area – integrating the dignity of the human person, the common good, and ethical and social justice considerations into our core activities of student learning and teaching, research and service.

We are a publicly-funded university which has grown rapidly over the past few years. We're young, but we are making our mark: ranking among the top universities worldwide. We have got seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We know that our people make us a university like no other. It's your values, action and passion that makes the difference. Whatever role you may play in our organisation: it's what you do that defines who we are.

We value staff, offering excellent leave and employment conditions, and foster work environments where they have the ability grow and develop. We continue to invest in our facilities and workplaces, and actively involve staff in shaping the future direction of the organisation.

In order to be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

We hope that you might champion these values, and work with us to create a place of learning that is not only the envy of the world, but the making of it.

The structure to support this complex and national University consists of:

- Provost
- Chief Operating Officer & Deputy Vice-Chancellor
- Deputy Vice-Chancellor, Research
- Deputy Vice-Chancellor, Education
- Vice President
- Pro Vice-Chancellor Assisting the Vice-Chancellor and President

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Vice President drives both the Identity and the [Mission](#) of the University. In addition, five Associate Vice-Chancellors and Campus Deans focus on the University's local presence and development of the University at the local 'campus' level.

ABOUT THE FACULTY OF HEALTH SCIENCES

The Faculty of Health Sciences has courses in counselling, environmental science, exercise physiology, exercise science, mental health, midwifery, nursing, occupational therapy, paramedicine, physiotherapy, psychology, public health, social work and speech pathology.

Our vision is to provide caring and prepared graduates who promote health and prevent illness for Australia's health and sports industries, and provide quality healthcare for vulnerable communities such as the Indigenous, elderly and disabled.

The Faculty of Health Sciences is located across six campuses of ACU and is structured into three schools comprising:

- School of Allied Health
- School of Behavioural and Health Sciences
- School of Nursing, Midwifery and Paramedicine

The University is committed to quality research in the following areas:

common good and social justice – cross-disciplinary research in the liberal arts and social sciences that enhances the social and cultural well-being of communities

health – research that progresses the quality of health care, especially for the vulnerable

education – research concerned with quality, equity and diversity in education with emphases on leadership, numeracy, literacy, Indigenous and religious education

theology and philosophy – research concerned with the elucidation, development and expression of Catholic intellectual thought.

ABOUT ACU HEALTH CLINICS

ACU Health Clinics encompass all the student professional practice learning clinics operating within the Faculty of Health Sciences (FHS). The primary purpose of ACU Health Clinics is to provide high-quality, innovative professional learning experiences for FHS students in the context of delivering best-practice, client-centred health services to the public. This position reports to the Clinic Coordinator ACU Health Clinics Banyo and works in collaboration with other administrative staff.

ACU Health Clinics include;

- The ACU Psychology and Counselling Clinics: Psychology and Counselling Clinics operate from the St Patrick's Campus, Melbourne, The Mary Aikenhead Clinic in Strathfield and the McAuley Campus in Brisbane.
- Allied Health Clinics: Services currently include Occupational Therapy, Physiotherapy, Social Work and Speech Pathology. Specific services offered on each campus vary.
- Exercise Science Clinics: Services are offered at the Strathfield, Melbourne and Brisbane campuses.

POSITION PURPOSE

The position holder provides general administrative assistance at ACU Health Clinics at the MacAuley campus. This includes booking client appointments and client reception duties, taking payments and issuing receipts and stock and resource management.

POSITION RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU Strategic Plan 2015-2020
- Catholic Identity and Mission
- ACU Capability Development Framework
- Higher Education Standards Framework
- ACU Service Principles
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence

The [Capability Development Framework](#) in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

Key responsibilities

Key responsibilities specific to this position	Relevant Core Competences (Capability Development Framework)	Scope of contribution to the University			
		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
Manage the reception of clients into the clinic	<ul style="list-style-type: none"> • Live ACU's Mission, Vision and Values • Deliver stakeholder centric service 	✓	✓		
Maintain and ensure the integrity of the medical record system (Frontdesk). and provide support for staff and students across all ACU Health Clinics. This includes keeping up to date with relevant standards and legislative requirements for health records and service providers.	<ul style="list-style-type: none"> • Collaborate effectively 	✓			
Arrange student and staff access to relevant systems and facilities and provide orientation to admin systems and processes.	<ul style="list-style-type: none"> • Know ACU processes and systems 	✓			
Raise accounts following all clinic consultations and maintain up to date knowledge of correct billing procedures. Receipt and bank incoming payments.	<ul style="list-style-type: none"> • Know ACU processes and systems • Be responsible and accountable for achieving excellence 	✓			

Key responsibilities specific to this position	Relevant Core Competences (<u>Capability Development Framework</u>)	Scope of contribution to the University			
		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
Assist with data collection and the provision of management reporting from Front Desk as directed.	<ul style="list-style-type: none"> Know ACU processes and systems Be responsible and accountable for achieving excellence 	✓		✓	
Manage room bookings and coordinate events taking place in the clinic such as workshops, seminars, and lectures.	<ul style="list-style-type: none"> Collaborate effectively Communicate effectively 	✓			
Procure and manage clinic supplies, and equipment, ensuring effective storage, stock control, care and maintenance.	<ul style="list-style-type: none"> Know ACU processes and systems Be responsible and accountable for achieving excellence 	✓			

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Maintaining currency of knowledge of University policy and procedure as it relates to administrative processes for health service delivery and professional placement education. For example; child protection, OHS, discrimination etc.
- Working within a professional practice education setting, requiring the position holder to consider and juggle the sometimes competing needs of clients and students and clinical education staff
- Building effective relationships with colleagues at different campuses to ensure consistency of processes and documentation.

Decision Making / Authority to Act

- The position holder has substantial autonomy in the day-to-day running of support and administrative services.
- The position holder responds to routine enquiries, referring more complex matters to the nominated supervisor. Procedure manuals and guidelines assist the position holder with routine enquiries.
- The position holder is required to maintain currency of knowledge relating to policies and procedures relevant to the clinics which impact on the provision of allied health services to clients and to coordinate administrative processes and protocols for the electronic medical record system.
- The position holder gives advice and information on clinic administrative processes and protocols and ensures these are consistent with University policies and legislative requirements.
- The position holder works collaboratively with other campus health clinic receptionists and the State and National Coordinators to evaluate and implement improved clinical processes to benefit the Faculty's students and clients receiving clinic health services

Communication / Working Relationships

- The position holder liaises and communicates with internal and external stakeholders including staff, students, clinicians & clients to arrange appointments, coordinate room bookings and organise payment for services. The position holder also manages phone enquiries from other organisations, students and members of the general public.
- The position holder may be required to provide support and training to administrative assistants within the functional unit.
- The position holder requires good communication skills in dealing with others which may involve interacting with difficult or emotional people.

Reporting Relationships



For further information about structure of the University refer to the [organisation chart](#).

SELECTION CRITERIA

Qualifications, skills, knowledge and experience

1.	A relevant qualification or equivalent education, training and/or relevant experience in a similar work context.
2.	Effective interpersonal skills including the ability to respond to a range of groups including students, staff, and clients in sometimes stressful circumstances and the ability to collaborate effectively with colleagues.
3.	Strong time management and organizational skills with the ability to manage periods of high demand across a range of administrative tasks
4.	High proficiency in office applications, particularly Word and Excel. Experience in the use of clinical administrative software such as Front Desk, Best Practice, would be an advantage.

Core Competencies (as per the [Capability Development Framework](#))

5.	Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values.
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6.	Demonstrated ability to work independently and collaborate effectively as part of a team to achieve individual and team goals.
7.	An ability to take personal accountability for achieving high quality outcomes, keeping stakeholder interests at the core of business decisions in order to achieve organisational objectives and service excellence. See the ACU Service Principles.

Other attributes

8.	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
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