

Clinic Operations Coordinator

College/Division	College of Health and Medicine
School/Section	School of Psychological Sciences
Location	Hobart
Classification	HEO5
Reporting line	Reports to School Business Manager (Secondary reporting line to Clinic Director)
Date	April 2024

Position Summary

The University of Tasmania is building a vision of a place-based University with a mission to enhance the intellectual, economic, social and cultural future of Tasmania, and from Tasmania, contribute to the world in areas of distinctive advantage. The University recognises that achieving this vision is dependent on the people we employ as well as creating a people-centred University that is values-based, relational, diverse, and development-focused.

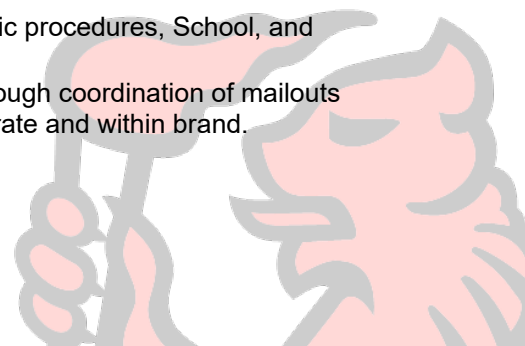
We are seeking to appoint a Clinic Operations Coordinator in the [School of Psychological Sciences](#) part of [the College of Health and Medicine](#). Our School is growing the mental health work force for Tasmania. We offer undergraduate degrees in psychological sciences and counselling, and postgraduate degrees in clinical and professional psychology and counselling. The School has expanded our program, making training pathways for psychologists accessible across the state. We are seeking a dynamic Clinic Operations Coordinator to support the administrative running of our highly successfully Psychology Clinics based in Hobart and Launceston.

The Clinic Operations Coordinator is an exciting opportunity to work and support a group of highly passionate academics and students who are actively contributing to improving the mental health outcomes of Tasmanians. The role will actively support the operations of the Clinic including coordinating the payment process, supporting the onboarding of new students and staff, basic reporting of data, supporting internal and external compliance requirements and actively contribute to the design and improvement of business processes.

We are an inclusive workplace committed to ‘working from the strength that diversity brings’ reflected in our Statement of Values. We are dedicated to attracting, retaining and developing our people and are committed to inclusive principles. We celebrate the range of diverse assets that gender identity, ethnicity, sexual orientation, disability, age and life course bring. Applications are encouraged from all sectors of the community. Tell us how we can make this job work for you.

What You'll Do

- Provide coordination of clinic activities including space allocation and working closely with Clinic reception on the management of appointments to ensure strong and timely student and patient outcomes.
- Provide high level coordination support for the onboarding of new students and staff in the Clinics with a focus on Clinic procedures and wider University policies and procedures where relevant.
- Working closely with the Business Manager and Finance, coordinate accounts receivable for the Clinics through Titanium Schedule® and Best Practice.
- Assist with the development, implementation and maintenance of Clinic procedures, School, and College reporting and compliance requirements.
- Support with marketing and community engagement of the Clinics through coordination of mailouts and working with marketing to ensure digital and print content is accurate and within brand.



- Provide student placement and reception support during times of unexpected absences to ensure a high level of customer service is provided to Clinic patients and students.
- Foster a culture of safe work practices through supporting safety projects were directed and undertaking the responsibility of designated First Aid Officer.
- Undertake other duties as assigned by the supervisor.

What We're Looking For (success criteria)

- Completion of Diploma level qualification in a relevant area or an equivalent combination of relevant experience and/or education/training.
- Excellent communication and interpersonal skills both verbal and written, with the ability to interact effectively with a range of people and organisations and maintain effective working relationships.
- Extensive experience providing administrative support. Strong organisational skills with the ability to plan and organise self and others to ensure timely completion of all tasks, manage competing deadlines, exercise sound judgement, and maintain confidentiality in a sensitive work environment.
- Practical experience with a range of computer software packages, including word processing, spreadsheets, database, and zoom/and or Microsoft Teams platforms. Previous experience using Titanium or Best Practice would be highly desirable.
- Experience in a healthcare or educational setting would be highly desirable or the ability to demonstrate the specific needs working in this setting would require.

Other position requirements

- Current Working with Vulnerable People registration or to be obtained
- Some travel may be required between our Hobart and Launceston campuses
- A workplace first aid qualification or the willingness to undertake this course
- Willingness to undertake a medical assessment based on meeting the inherent position requirements

University of Tasmania

The University of Tasmania is an institution with an enduring commitment to our state and community, and a strong global outlook. We are committed to enhancing the intellectual, economic, social and cultural future of Tasmania. Our [Strategic Direction](#) strongly reflects the University community's voice that our University must be place based but globally connected as well as regionally networked and designed to deliver quality access to higher education for the whole State.

We believe that from our unique position here in Tasmania we can impact the world through the contributions of our staff, students and graduates. We recognise that achieving this vision is dependent on the people we employ, as well as creating a university that is values-based, relational, diverse, and development-focused.

More information:

<https://www.utas.edu.au/jobs>

<https://www.utas.edu.au/careers/our-people-values-and-behaviours>

The intention of this position description is to highlight the most important aspects, rather than to limit the scope or accountabilities of this role. Duties above may be altered in accordance with the changing requirements of the position.

