

POSITION DESCRIPTION

Melbourne
Teaching
Health Clinics



POSITION TITLE:	Practice Administrative Coordinator
REPORTING TO:	Clinic Director
CLASSIFICATION:	Level 2 (EBA)
EMPLOYMENT TYPE:	Continuing, part-time
NUMBER OF REPORTS:	0

The Organisation

About Melbourne Teaching Health Clinics

Melbourne Teaching Health Clinics (MTHC) is a wholly owned subsidiary of the University of Melbourne and provides world class clinical training opportunities for Faculty of Medicine, Dentistry and Health Sciences students. It also provides patient access to high quality health care for members of the Victorian community, within a private practice setting. There are five clinical areas that are central to this service, and they include general practice, dentistry, eye care, hearing, speech and psychology.

Because there is a teaching and learning component to our service, the MTHC clinics are generally very affordable while at the same time contributing to the strong future of our health and medical system in developing the next generation of our doctors, dentists, optometrists, audiologists, speech pathologists and psychologists.

MTHC places a high level of importance on providing an environment to our staff, patients and students that reflect the values of our organisation. These values have been verified by all our staff as being fundamental to the way we operate with each other, our people and our patients. To be ethical, accountable, collaborative and compassionate are values we aspire to live and deliver at all levels of our interactions in our workplace.

As part of the way we see our organisation now and into the future we have a mission statement that contemplates MTHC providing sustainable, high quality, comprehensive clinical training and patient care for the University of Melbourne and the wider community. And our vision is to be recognised as an innovative, international leader in the provision of Teaching Health Clinics.

About Melbourne Psychology Clinic

The Melbourne Psychology Clinic is one of MTHC's five teaching health clinics that provides affordable, high quality psychology services to the community across a range of specialisations. The Clinic works closely with the University of Melbourne to deliver professional training programs in Psychology. Postgraduate students (provisional psychologists) working towards their degrees see patients under the supervision of senior clinicians and registered psychologists.

Our psychological services include the following:

- Psychological assessment and counselling for adults, children and families
- Specialised group programs

- Neuropsychological assessment and counselling
- Educational and developmental psychology
- Maths learning difficulties and dyscalculia services

Melbourne Teaching Health Clinics Values

We foster a values-based culture of innovation and creativity to enhance the teaching performance of the Melbourne Teaching Health Clinics and to achieve excellence in patient and student outcomes.

We invest in developing the careers and wellbeing of our people and students and expect all our staff to live our values of:

- Be ethical
- Be accountable
- Be collaborative
- Be compassionate

We recognise the importance of role modelling behaviours in our workplace that reflect our values, and we strive to ensure our decision making and actions are aligned with these values in everything we do.

Position Summary

The Practice Administrative Coordinator is part of a patient-focused team operating in the Melbourne Psychology Clinic. Reporting to the Clinic Director, the position will be responsible for the general day to day reception and administration of the Clinic. The position is expected to deliver high-quality customer service to patients, students, practitioners and supervisors by creating a welcoming environment, ensuring patients are greeted upon arrival, email and phone enquiries are effectively managed and appointments are created and communicated in a timely manner.

Essential Selection Criteria

- Relevant qualification and/or work experience in a front desk customer service environment preferably with experience undertaking administrative duties relating to management of a clinical setting using a database client management system
- Excellent verbal and interpersonal communication skills with the capacity and confidence to deal with a diverse range of people
- The ability to work in a highly productive and dynamic environment, whilst managing multiple priorities to best meet the needs of patients, key stakeholders and the business
- Demonstrated organisational and time management skills, including the ability to manage competing priorities
- Demonstrated track record of internal and external customer service provision
- The ability to use initiative to support improvements to customer service
- The capacity to work autonomously but also work collaboratively and effectively within a team environment
- Strong computer skills and ability to use software such as the MS Office Suite, internet and email

Desirable Criteria

- Knowledge of OH&S guidelines common to a clinical setting

Special Requirements

- The incumbent will be required to complete Mental Health First Aid training to support clients who are experiencing psychological distress

Key Relationships (Internal and External)

- University of Melbourne Psychology Clinic Staff
- Melbourne Teaching Health Clinic Senior Management Team
- Melbourne School of Psychological Sciences Students

Key Accountabilities

Key Responsibilities	Measures/Key Performance Indicators (KPIs) to be achieved
Administration • Provide quality support to patients, visitors and practitioners by responding to their enquiries • Take a lead role in greeting patients on arrival at the Clinic and recording all required patient information prior to the patient's session. • Making appointments for consultations and providing advice, information, service and/or referral • Manage the Clinic email inbox and patient database • Being the first point of contact for handling initial patient queries or complaints, escalating complex issues to the Clinic Director when required • Ensure the maintenance of confidentiality and respecting sensitive information • Make recommendations and contribute to streamlining of administrative systems, processes and procedures to support the Clinic operations • Actively manage the reception space and waiting areas ensuring they are kept to a high standard of presentation	• Answering enquiries from patients, practitioners and prospective patients efficiently, courteously and within a timely manner • Smooth operation of the reception and the patient waiting area • Within the position scope, accurately updating relevant patient information in the Clinical Practice System or the payment system • Attending to patients and ensuring that the waiting time is limited
Financial Transactions • Oversee and process financial transactions relating to patient consultations through collection of payments including arrangements for payment plans and issuing of receipts • Coordinate daily reconciling and balancing of the Clinic till, which includes regular banking as well as Medicare and other patient payments • Processing of patient claims when required	• Provision of accurate information to patients, visitors and practitioners in relation to clinic charges, payment plans and general information • Rectify and/or report inaccurate issues to the Clinic Director as appropriate and resolved in a timely manner

Identify any discrepancies and work with the Clinic Director and the MTHC Finance team to resolve these in a timely manner	
Customer Service - Providing excellent service to patients, visitors and practitioners - Communicating with clear and unambiguous language in all interactions, tailored to the audience - Building customer relationships and greet customers and patients promptly and courteously - Actively seeking to understand the patients' and practitioners' expectations and issues - Respond to distressed clients with a high level of emotional awareness and be able to quickly assess and communicate client needs to clinic staff and students on placement.	- Patient and customer service satisfaction feedback responses are within agreed targets - Issues are escalated to the Clinic Director as appropriate and resolved in a timely manner
Occupational Health and Safety - Take an active role in contributing to a safe and healthy workplace - Adherence to relevant legislation and policies	100% training compliance achieved
General - Maintaining staff and patient confidentiality at all times - Maintaining skills to enhance organisational capability, culture and services - Ensure practice is aligned with MTHC's philosophies and standards both clinically and professionally - Carry out other responsibilities as directed	- Demonstrates appropriate and professional workplace behaviours that are in line with MTHC's core values, policies and procedures - Provides assistance to other team members as required or requested
Values and Behaviours - Effectively and proactively support MTHC's Mission, Vision and Values - Positively and constructively represent MTHC by role modelling values in action and actively supporting the Mission, Vision and Values - Positively and constructively represent MTHC to all stakeholders	- Positive engagement with the Performance Development Framework (PDF) and Performance Appraisals, addressing values and behaviours - Positive feedback from all stakeholders, for example: - Clients - Team members - Colleagues

• Contribute to a diverse and inclusive workplace free of discrimination, harassment and bullying • Operate as a team member to achieve team and MTHC goals • Ethically and respectfully build and maintain effective working relationships	○ Managers / supervisors • Demonstrated positive relationships established and maintained with colleagues • Participation in employee engagement surveys
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Special Requirements

Whilst Melbourne Teaching Health Clinics is a subsidiary of the University of Melbourne. It is a separately registered not-for-profit company in its own right. MTHC operates a number of teaching health clinics in Melbourne and country Victoria. The role may be required to provide additional on-site support to these clinics.

Occupational Health and Safety (OH&S) Responsibilities

The Melbourne Teaching Health Clinics has policies and procedures which comply with the *Occupational Health and Safety Act 2004*, which require all staff to contribute to the maintaining of a safe and healthy workplace.

All staff members are required to exercise their duty of care and:

- Take reasonable care for their own safety, as well as for others in the workplace who can be affected by their actions;
- Refrain from misusing or damaging any equipment which is provided to protect or enhance the health and safety of staff;
- Comply with legitimate requests from Melbourne Teaching Health Clinics which are in accordance with published policies and/or OHS legislation;
- Ensure they do not knowingly place other staff at risk through their actions;
- Report incidents and potential health and safety risks to their OHS Representative in a timely and appropriate manner;
- Host visitors and/or contractors at the campus in a manner consistent with the requirements of the OHS policy.

Diversity and Inclusivity Statement

Melbourne Teaching Health Clinics are committed to a diverse and inclusive workforce free from all forms of discrimination. We value the unique backgrounds, experiences and contributions that each person brings to our community, and we encourage and celebrate diversity. Indigenous Australians, those identifying as LGBTQIA+, females, people of all ages, with disabilities or culturally diverse backgrounds are encouraged to apply for our roles. Our aim is to create a workforce that reflects the community in which we live. We actively work to remove barriers to ensure all employees enjoy full participation in the workplace. We adopt our diversity and inclusivity policies from the University of Melbourne and can be viewed at <https://staff.unimelb.edu.au/diversity-inclusion>.

Document Control

Date Developed:	Developed and Reviewed By:
August 2022	People & Culture Team, MTHC General Manager – Allied Health & Operations, MTHC Chief Operating Officer, MTHC School Manager, Melbourne School of Psychological Sciences, UoM Director – Professional Programs, Melbourne School of Psychological Sciences, UoM