POSITION DESCRIPTION

POSITION TITLE: Practice Administrative Coordinator
REPORTING TO: Operations and Practice Manager
CLASSIFICATION: Level 2
EMPLOYMENT TYPE: Full-time, continuing
NUMBER OF REPORTS: 0

The Organisation

The Melbourne Teaching Health Clinics (MTHC) was established by the University of Melbourne to operate and manage teaching health clinics that provide students at the University with world class clinical training as a core component of their studies. The organisation also provides continuing professional development training to persons working in the area of health care provision, facilitates research into health outcomes and provides patients with health services at affordable rates.

The Shepparton Medical Centre (SMC) and the Melbourne Dental Clinic (MDC) are two of the five teaching health clinics within the MTHC. The SMC is a general practice-centred, multidisciplinary teaching clinic, the mission of which is to increase the quality and capacity of medical education for undergraduate and postgraduate medical students and provide high quality, comprehensive general practice care for members of the public. The MDC was established by the University of Melbourne in 2013 to provide excellence in clinical education for the next generation of dental professionals and increase access to comprehensive dental care for members of the public.

Position Summary

The Practice Administrative Coordinator is part of a dynamic and patient-focused team operating in the Melbourne Dental Clinic. Reporting to the Operations and Practice Manager, the position is a vital role within the clinic as it will be responsible for the initial contact and customer support for all patients attending the practice. The position is expected to deliver high-quality customer service and care to patients, students and practitioners by creating a welcoming environment, ensuring patients are greeted upon arrival, 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
- 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
- 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

Desireable Criteria

• Experience within a dental/medical environment
• Ability to operate EFTPOS machines and a capacity to deal with banks and medical insurance funds

Key Relationships (Internal and External)

• Patients
• Private Dental Practitioners
• Clinicians
• Melbourne Teaching health Clinics Executive Management Team
• Melbourne Dental School Executive
• Melbourne Dental School Students
## Key Accountabilities

<table>
<thead>
<tr>
<th>Key Responsibilities</th>
<th>Measure/KPIs to be achieved</th>
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<tbody>
<tr>
<td><strong>Administration</strong></td>
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<tr>
<td>• Provide quality support to patients, visitors and practitioners by responding to</td>
<td>• Answering enquiries from patients, practitioners and prospective patients efficiently,</td>
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<tr>
<td>their enquiries</td>
<td>courteously and within a timely manner</td>
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<tr>
<td>• Take a lead role in greeting patients on arrival at the Clinic and recording all</td>
<td>• Smooth operation of the reception and the patient waiting area</td>
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<td>required information prior to the patient being examined</td>
<td>• Updating patient information in the Clinical Practice System accurately and ensuring</td>
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<td>• Making appointments for consultations and providing advice, information, service</td>
<td>system data integrity that reflects the patient attendances</td>
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<td>and/or referral</td>
<td>• Attending to patients and ensuring that the waiting time is limited and enjoyable</td>
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<td>• Being the first point of contact for handling initial patient queries or complaints,</td>
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<td>escalating complex issues to the Operations and Practice Manager when required</td>
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<tr>
<td>• Ensuring the maintenance of confidentiality and respecting sensitive information</td>
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<td>• Make recommendations and contribute to streamlining of processes and procedures</td>
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<tr>
<td>• Actively manage the reception space and waiting areas ensuring they are kept to a</td>
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<td>high standard of presentation</td>
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<td><strong>Financial transactions</strong></td>
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<tr>
<td>• Oversee and process financial transactions relating to patient consultations</td>
<td>• Provision of accurate information to patients, visitors and practitioners in relation</td>
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<td>through collection of payments including arrangements for payment plans and issuing</td>
<td>to clinic charges, payment plans and general information</td>
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<td>of receipts</td>
<td>• Rectify and/or report inaccurate Issues to the Operations and Practice Manager as</td>
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<tr>
<td>• Coordinate daily reconciling and balancing of the Clinic till, which includes</td>
<td>appropriate and resolved in a timely manner</td>
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<td>regular banking as well as Medicare and other patient payments</td>
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<tr>
<td>• Processing of patient claims when required</td>
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- Identify any discrepancies and work with the practice and operations manager to resolve these in a timely manner

**Customer Service**
- Providing excellent and helpful 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
- Patient and customer service satisfaction feedback responses are within agreed targets
- Issues are escalated to the Operations and Practice Manager as appropriate and resolved in a timely manner

**General**
- Maintaining staff and patient confidentiality at all times
- Maintaining skills to enhance organisational capability, culture and services
- Ensure practice is aligned with overall MTHC philosophies and standards both clinically and professionally
- Actively contributing to continuous improvement of work, standards and methodologies
- Engage with stakeholders, ensuring graduate and post graduate students are supported – administratively
- Carry out other responsibilities as directed
- Actively support and train new members of administrative team and clinical members of the team, when required
- Demonstrates appropriate and professional workplace behaviours that are in line with MTHC core values, policy and procedures
- Provides assistance to other team members as required or requested
- Demonstrates positive and collaborative working relationships with fellow colleagues and supervisor
- Developing a rapport with patients which encourages both positive and negative feedback that assists in the development of the students (graduate and post-graduate)
- Identifying inefficiencies and contributing ideas to ensure the efficient day-to-day operations

**Special Requirements**

The Melbourne Teaching Health Clinics are separate but affiliated companies of the University of Melbourne. The role may be required to provide additional on-site support to these clinics.
MTHC 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 students and staff and expect all our leaders to live our values of:

- Collaboration and teamwork
- Compassion
- Respect
- Integrity
- Accountability

Occupational Health and Safety (OHS) 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 MDC 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 actively work to remove barriers to ensure all employees enjoy full participation in the workplace and encourage applications from diverse backgrounds. 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

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<tr>
<th>Date Developed:</th>
<th>Developed and Reviewed By</th>
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<tr>
<td>May 2020</td>
<td>General Manager - Operations and Finance</td>
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