

Practice Administrative Coordinator (Allied Health & Dentistry)

Melbourne
Teaching
Health Clinics



Work type: Permanent

Location: Carlton

Salary: \$54,826 - \$64,574 range p.a. (pro-rata) plus 10% superannuation

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 the 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. The Practice Administrative Coordinator will primarily support our Speech Pathology Clinic, however, will also be required to support our Audiology Clinic and Dental Clinic as required.

About Melbourne Speech Pathology Clinic

Postgraduate Speech Pathology students from the Department of Audiology and Speech Pathology in the School of Health Sciences provides a broad range of speech pathology services for children and adults.

This is a service where we are training the next generation of professionals, and Master of Speech Pathology students are directly involved in patient care, supervised by highly trained speech pathologists.

About Melbourne Dental Clinic

Graduate and postgraduate students from the Melbourne Dental School carry out our student dental services under the supervision of leading dental practitioners in Melbourne. We also have a private dental practice with fully qualified dental practitioners. The fees associated with these two levels of service are adjusted according to whether or not they are set in the teaching and learning environment.

What makes our service unique is the availability of a wide range of dental specialties in the one location, including endodontics, orthodontics, periodontics, prosthodontics and paediatric dentistry, as well as general dentistry.

About our Audiology Clinic

Postgraduate audiology students from the Department of Audiology and Speech Pathology in the School of Health Sciences provide hearing services under the supervision of leading audiologists in

Melbourne. Audiology Clinic provide a range of hearing and balance assessments services for adults and children, as well as hearing rehabilitation services for adults.

About the Role

An exciting opportunity exists for an experienced Practice Administrative Coordinator to be part of a dynamic and patient-focused team operating in the Audiology and Speech Pathology Clinic. Reporting to the Operations 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.

Located in Carlton, close to busy Lygon Street and a short tram ride from the Melbourne CBD, the Audiology and Speech Pathology Clinic is a progressive and patient centred clinic that delivers high quality patient care and an outstanding learning environment.

Key responsibilities include:

Administration

- Assisting patients, visitors and practitioners by responding to their enquiries
- Greeting of patients on arrival at the Clinic and recording all required information prior to the patient being examined
- Making appointments for consultations and providing advice, information, service and/or referral
- Being the first point of contact for handling initial patient queries or complaints, referring complex issues to the Operations Manager
- Ensuring the maintenance of confidentiality and respecting sensitive information
- Ensuring the reception, kitchenette and waiting areas are kept to a high standard of presentation.

Financial Transactions

- Assisting with financial transactions relating to patient consultations through collection of payments including arrangements for payment plans and issuing of receipts
- Assisting with the daily reconciling and balancing of the Clinic till, which includes regular banking as well as Medicare and other patient payments
- Assisting with processing of patient claims when required

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.

Other

- Carrying out other responsibilities as directed by the Operations Manager to support the efficient operation of the Clinic
- Actively contributing to continuous improvement of work, standards and methodologies.

About you

Essential Selection Criteria

- Experience operating in a speech pathology practice or an equivalent high paced, client focused allied health clinic.
- Excellent verbal and interpersonal communication skills with the capacity and confidence to deal with a diverse range of people, including paediatrics.
- 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, and attention to detail
- Demonstrated track record of internal and external customer service provision
- The ability to work 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

Benefits of joining the organisation

- Supportive and experienced team
- State of the art facilities
- No weekend or after-hours work
- Career growth potential and continuous professional development support
- CBD location – close to public transport
- Flexible working hours
- Working environment that will value contributions to improve patient health outcomes, services, or delivery

To Apply

As part of your application, please submit your CV and Cover Letter with reference to the Key Selection Criteria listed in this advertisement.

Please submit your application through the APPLY FOR THIS JOB button next to the advertisement on the [SEEK](#) website.

For inquiries please contact Dr Emalka Kulathunga on, +61 0422 672 728 or alternatively via emalka.kulathunga@unimelb.edu.au (please do not send applications to this email)

Applications close: 22/04/2022