Practice Administrative Coordinator

Work type: Part-time

Location: Carlton

Salary: AUD$54,826 - $64,573 range p.a. (pro-rata) plus 10.5% 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.

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 clinics and provides affordable, high quality psychology services to the community across a range of specialisations. The Clinic works in partnership with the University of Melbourne to deliver professional training programs in Psychology. Postgraduate students working towards their degrees see patients under the supervision 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

About the Role

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.

Please note this is a part-time 0.8 FTE (30.4 hours per week) position.

About you

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

Benefits of joining the organisation

• Supportive and experienced team
• 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.
At MTHC, 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.

For inquiries please contact Ms Anna Gomez on, +61 403 178 632 or alternatively via anna.gomez@unimelb.edu.au (please do not send applications to this email)

Previous applicants need not re-apply.

Applications close: Friday, 23 December 2022