

POSITION DESCRIPTION

POSITION TITLE:	Practice Administrative Coordinator
REPORTING TO:	Operations Manager
CLASSIFICATION:	Level 2 (EBA)
EMPLOYMENT TYPE:	Continuing, part-time (0.6 FTE)
NUMBER OF REPORTS:	0

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 Dental Clinic

MDC is an affiliate of the University of Melbourne. The 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 Melbourne Speech Pathology Clinic

The Melbourne Speech Pathology Clinic is an affiliate of the University of Melbourne. The postgraduate students from the Department of Audiology and Speech Pathology in the School of Health Sciences provide student led speech therapy services under the supervision of our experienced speech pathologists/clinical instructors.

The Speech Pathology Clinic offers a broad range of speech pathology services, for both children and adults.

About our Audiology Clinic

Our Audiology Clinic is an affiliate of the University of Melbourne. 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.

Services provided at our clinic include:

- Full diagnostic hearing assessments from newborn to adult.
- Electrophysiological assessments (including Auditory Brainstem Response and Cortical Evoked Response Audiometry).
- Expert advice relating to the management of hearing loss.
- Hearing needs discussions and recommendations for fitting of new hearing aids.
- Evaluation and adjustment of existing hearing aids.
- Vestibular assessments for people with dizziness or imbalance are conducted by specialist audiologists in The Balance Disorders Unit.
- Tinnitus evaluation and the development of a personalised management strategy is provided by our Tinnitus Management Service.
- The Autism Clinic provides hearing assessment and management by specially trained audiologists.
- The Auditory Processing clinic assesses and identifies difficulties in interpreting sounds where normal hearing is present.

The University of Melbourne Centre for Auditory Neuroscience is also located in the Audiology Clinic and is dedicated to the diagnosis and management of disorders affecting the auditory nerve and central auditory pathways. The service is aimed at infants, children and adults diagnosed with auditory neuropathy and individuals with hearing problems associated with neurodegenerative diseases.

Position Summary

The Practice Administrative Coordinator is part of a dynamic and patient-focused team operating in the Audiology and Speech Pathology Clinic with a primary focus on supporting our Speech Pathology Clinic. Accountable 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 clients attending the Clinic. 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, accurate documentation of patient information, responding to phone enquiries, processing of billings and payments, triaging of Speech Pathology clients and liaising with Speech Pathologists and clients to ensure appointments are created, filled and communicated in a timely manner. The position will also be required to provide support to our other clinics, such as the Audiology Clinic and Dental Clinic, as requested by Operations Manager.

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
- The ability to work in a highly productive and dynamic environment, whilst managing multiple priorities effectively to best meet the needs of clients, key stakeholders and the business
- Demonstrated organisational, time management skills, and attention to detail
- Demonstrated track record of high quality 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 multidisciplinary team environment
- Strong computer skills and ability to use software such as the MS Office Suite, internet and email

Desirable Criteria

- Ability to operate EFTPOS machines and a capacity to deal with banks and medical insurance funds
- Experience with patient management systems, Medicare billing, NDIS billing, Private Insurance Claims and Australian Government Hearing Services Program
- Awareness of communication needs of hearing and communication impaired clients

Key Relationships (Internal and External)

- Audiology Patients and Speech Pathology clients
- Clinicians – Speech pathologists, audiologists, dental and medical practitioners
- Melbourne Teaching Health Clinics Senior Management Team
- School of Health Sciences students
- School of Health Sciences staff
- Referral sources

Key Accountabilities

Key Responsibilities	Measure/KPIs to be achieved
Administration • Provide quality support to speech pathology clients, visitors, and practitioners by responding to their enquiries in a timely manner • Provide general administrative support to audiology patients and dental patients as requested by Operations Manager • Take a lead role in greeting all attendees on arrival at the Clinics and recording all required information prior to appointment • Provide the initial triage for Speech Pathology clients and in consultation with clinicians, make appointments and provide information, services and/or referral to clients • Actively monitoring appointment book to fill cancellations, liaising with clinicians to make changes, where appropriate • Answering and returning phone calls in a timely manner • Actively monitoring patient online appointment requests • Ensuring SMS reminders are sent in a timely manner and cancellations are actioned • Being the first point of contact for handling initial patient queries or complaints, escalating complex issues to the Operations Manager • Ensuring the maintenance of confidentiality and respecting sensitive information • Make recommendations and contribute to streamlining of processes and procedures • 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 • Updating patient information in the Clinical Practice System accurately and ensuring system data integrity that reflects the patient attendances • Attending to patients and ensuring that the waiting time is limited and enjoyable • Monitoring appointment book to fill cancellations in a timely manner to align with clinical needs
Financial transactions • Oversee and process financial transactions relating to patient consultations through collection of payments including arrangements for payment plans and issuing of receipts • Provide assistance for payment/billing enquiries raised by finance team • Receipting EFT payments on clinical practice system, as requested by finance	• Provision of accurate information to patients, visitors and practitioners in relation to clinic charges, payment plans and general information • Rectify and/or report inaccuracies to Operations Manager as appropriate and resolved in a timely manner

• 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 • Identify any discrepancies and work with the Operations Manager to resolve these in a timely manner	
Customer Service • Providing excellent, helpful and proactive service to clients, visitors and practitioners • Acting as the initial contact and liaison for the speech pathology clinicians in relation to client traiging, appointments, cancellations and client follow ups • 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 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 Melbourne Teaching Health Clinics' 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 administrative responsibilities as directed by Operations Manager • 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 Melbourne Teaching Health Clinics' 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
Occupational Health and Safety (OH&S) • Take an active role in contributing to a safe and healthy workplace	• 100% training compliance achieved

• Adherence to relevant legislation and policies	
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 • 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	• 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 ○ Managers / supervisors • Demonstrated positive relationships established and maintained with colleagues • Participation in employee engagement surveys

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 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

Date Developed:	Developed and Reviewed By:
July 2020	General Manager – Operations and Finance
October 2021	Operations Manager
March 2022	Operations Manager, Clinical Services Manager, Speech Pathology, and Peoples and Culture