

Position Description

Position Title	Clinic Administration Coordinator
Position Reporting to	Director of Clinical Services
Employment Status	Part-time
Classification	Support Services – Level 5
Location	Hawthorn East, North Melbourne, Dandenong, CBD

1. POSITION PURPOSE

The purpose of this role is to provide effective coordination of clinic support. This role ensures a seamless, consistent and high-quality experience across all Cairnmillar clinics for consumers of services, and administrative support to clinicians and students working in the clinics.

2. KEY RESPONSIBILITIES

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| (1) | <p>Clinical Management and Co-ordination</p> <ul style="list-style-type: none"> • Lead and support clinic support team staff. • Co-ordination of clinic space and resources. • Planning, leading and implementing administration projects, with the oversight of the Director of Clinical Services. • Create weekly administration rosters to ensure effective coverage of clinic reception duties. • Stakeholder liaison, setting up accounts processes and reporting requirements for engaging key MoUs or contracts. • Providing administrative support to clinicians and students on placement in the clinics. • Manage billing and payment collection including escalation when required for non-payment. • Contribute to the onboarding, planning, training, induction and offboarding of clinicians and students on placement within the clinics. • Oversight of management of client files including client file transfers and assisting in responding to subpoena requests, with the support and oversight of clinic leadership staff. • Leading and contributing to continuous quality improvement activities in clinic support services, the clinics and the Cairnmillar Institute more broadly, with the support and oversight of clinic leadership staff. |
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(2)	<p>Administration and Reception</p> <ul style="list-style-type: none"> • Cover reception duty as required, including greeting and welcoming all clients, students, staff and visitors to the clinics. • Responding to phone calls, emails and other forms of correspondence promptly and efficiently. • Coordinating minuting and storage of files for clinic meetings, such as monthly meetings. • Managing client appointments and the appointment book via electronic medical records. • Responding to enquiries by consumers, external professionals, staff and other stakeholders. • Maintaining and monitoring clinic resources. • Ensure that clinic meetings and other meetings are booked in. • Reviewing and developing
	<p>General</p> <ul style="list-style-type: none"> • Other duties as directed (committees, special events, working with other departments)

3. KEY SELECTION CRITERIA	
(1)	<p>Knowledge and Skills</p> <ul style="list-style-type: none"> • Demonstrated experience in a similar role within the allied health/clinical sector. • Demonstration of leading exceptional, high-quality customer services teams. • Demonstrated experience in leading and developing administrative processes and health record management. • Advanced computer skills with a familiarity of computer programs such as Microsoft Office Suite and Virtual Collaboration tools such as MS Teams, Zoom. • Demonstrated experience using patient management systems relating to the allied health field is advantageous.
(2)	<p>Qualifications, Registrations and Memberships</p> <ul style="list-style-type: none"> • An undergraduate qualification in a social science related field is desirable.
(3)	<p>Competence, Behaviours and Attributes</p> <ul style="list-style-type: none"> • Alignment with the Institute's values of Integrity, Professionalism, Respect, Collaboration and Teamwork. • High levels of professionalism, empathy and confidentiality. • Organisational skills and ability to work in collaboration with others. • Strong interpersonal and communication skills.