

POSITION DESCRIPTION



Position	Administration Officer
Level/Classification	HEW0405
Reports to	Medical Service Manager
Unit	Murdoch University Health
Directorate	Access Wellbeing and Equity
Positions Supervised	0

Position Purpose

The Administrative Officer within Health and Counselling provides clinic reception and administrative services and support to the Murdoch University Health: Medical and Counselling Service.

About Murdoch University

Murdoch University is a young and dynamic university with a foundational commitment to the environment, social justice, and inclusion, and making education accessible to more people. Founded as Western Australia's second university in 1974, today, Murdoch has more than 21,000 students and 1,700 staff across campuses in Perth, Singapore, and Dubai. With more than 90,000 Alumni, Murdoch graduates can be found all over the world, making a positive difference.

Our Strategy – Ngala Kwop Bididi. Building a brighter future, together – guides the University's direction and reaffirms our shared purpose to change lives and society for the better through accessible education and research.

The Strategy is focused on three key themes:

- Sustainability: Be a leading university in education, teaching and translational research in sustainability.
- Equity, Diversity, and Inclusion: Build a welcoming, diverse, and inclusive community.
- First Nations: Become the University of first choice for First Nations peoples.

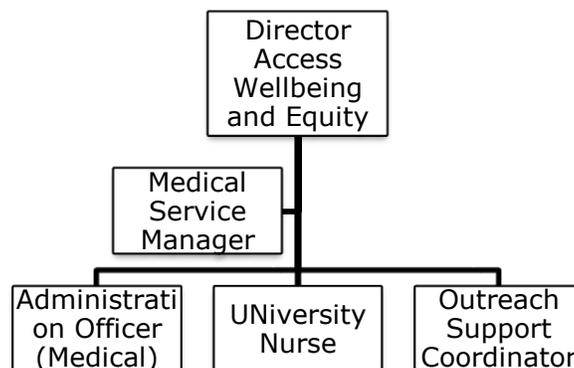
Murdoch is also committed to building engagement with our local community, State, nation, and global society with a track-record in creating strong partnerships with business, government, and industry.

About the Work Area

Murdoch University Health provides professional and innovative services that optimise the student journey and promote the well-being of the wider university community. The administrative position plays a vital front of house role, coordinating the service for a multidisciplinary team of health professionals.

Reporting Relationships

(Use diagram to describe the position's reporting relationships. Please note bullet points or names should not appear.)



Key Responsibilities/Duties

1. Provide confidential professional clinic reception services for the Murdoch University Health: Medical and Counselling Service including prioritizing and scheduling appointments for doctors, nurses, and counsellors at South Street Campus.
2. Attend to all in-person and telephone enquiries from students, staff, and members of public. Provide appropriate responses to client needs: assess, evaluate, and prioritize.
3. Respond to clients who may be distressed or in crisis.
4. Manage confidential patient files according to Health: Medical & Counselling Service policy.
5. Provide administrative support services to doctors, nurses, outreach support coordinators and counsellors in carrying out their duties, including taking minutes.
6. Provide specialized financial administration of Medicare, OSHC Worldcare, Workers Compensation and Motor Vehicle Accident claims/invoices.
7. Liaise with staff of the University and outside agencies as directed.
8. Assist with triaging medical emergencies as required.
9. Coordinate ordering of stationary stock and supplies for the Health Services
10. Perform other duties as required.

Selection Criteria

Essential

1. Completion of a diploma level qualification with relevant work-related experience or an equivalent combination of relevant experience and/or education/training.

2. Demonstrated high level professional experience in medical reception and practice management software, including billing.
3. Demonstrated ability to address customer needs in a positive, empathetic, and efficient manner in challenging circumstances.
4. Demonstrated ability to interact effectively with young adult clients from culturally diverse backgrounds.
5. Demonstrated high level of organisational skills, including the ability to multi-task and to manage time efficiently.
6. Ability to work independently and as a member of a team.
7. Proficient in use of MS Office, including Word, Excel and Outlook

Desirable

1. Working knowledge of medical software such as Best Practice, Point and Click.
2. Senior First Aid Certificate

Work Requirements

1. The occupant of this position will be required to undertake a criminal record check in accordance with the University's Criminal Record Screening Procedure.
2. Willingness to be flexible with providing admin cover between Medical and Counselling service when operational demands require
3. Australian residency or possession of a valid visa with work entitlement in Australia.
4. Be able to provide evidence of appropriate vaccination or immunity in accordance with the University's Immunisation Policy.

General Obligations

While at work, an employee must:

- take reasonable care for their own health and safety and ensure that their acts or omissions do not adversely affect the health and safety of other persons;
- report incidents, injuries and hazards;
- comply with any reasonable instruction that is given by Murdoch University; and
- comply with Murdoch University policies and procedures.

Guiding Principles and Values/Code of Ethics and Code of Conduct

Our Values

- Authenticity
- Integrity
- Respect
- Inclusivity

- Openness

Our Principles

- Act with justice, respect and responsible care.
- Be collegiate and respectful of other points of view.
- Protect academic freedom.
- Be agile, flexible and resilient.
- Make decisions at the most appropriate level.
- Be transparent in decision-making and with information.
- Adopt common approaches to common tasks.
- Be careful stewards of our resources.

All staff will comply with the University's Code of Ethics and Code of Conduct and demonstrate a commitment to its Equity, Diversity and Safety principles and the general capabilities of personal effectiveness, working collaboratively and demonstrating a focus on results.

All Staff complete a Development Review Annually. A Commencing Development Review should be completed within 3 months of commencement.

We acknowledge that Murdoch University is situated on the lands of the Whadjuk and Binjareb Noongar people. We pay our respects to their enduring and dynamic culture and the leadership of Noongar elders past and present. The boodjar (country) on which Murdoch University is located has, for thousands of years, been a place of learning. We at Murdoch University are proud to continue this long tradition.