

POSITION DESCRIPTION



Position	Clinic Receptionist
Level/Classification	HEW 0404
Reports to	Clinic Manager
Unit	Chiropractic Clinic, School of Allied Health
Directorate	College of Health and Education
Positions Supervised	-

Position Purpose

The primary purpose of this role is to support the clinic by delivering timely, efficient and effective reception support.

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:

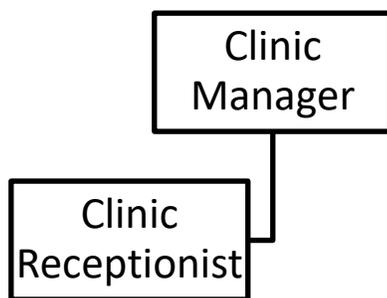
- Sustainability: Be a leading university in education, teaching and translational research in sustainability.
- Equity, Diversity, and Inclusion: Build a welcoming, diverse and inclusive community.
- First Nations: Become the University of first choice for First Nations peoples.

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

The Chiropractic program at Murdoch University is offered by the School of Allied Health and is a leader in evidence-based chiropractic education in Western Australia. Established in 2001, the program integrates theoretical knowledge with extensive hands-on clinical experience. Students gain practical experience at the on-campus Murdoch University Chiropractic Clinic (MUCC) and through outreach programs that serve rural and remote communities. The clinic and outreach initiatives provide invaluable opportunities for students to manage real patients under the supervision of qualified clinicians, ensuring they are well-prepared for professional practice. Graduates from the program are equipped with skills not only in chiropractic techniques but also in health promotion, exercise prescription, and interdisciplinary collaboration. The program emphasizes professionalism, ethics, and cultural competence, ensuring that graduates are capable of working effectively within a diverse healthcare environment.

Reporting Relationships



Key Responsibilities/Duties

Reception

- Open/ lock the clinic
- Set up reception requirements for the day including float, cash register and treatment room allocations.
- Provide first point of contact for clients and staff, provide reception assistance and handle general enquiries from students, staff and the public.
- Process client appointments, telephone enquiries, mail and email and parking permits.
- Process and maintain electronic and paper-based records.
- Process daily takings, run relevant reports and reconcile takings against financial reports. Bag takings, prepare and secure revenue for pickup. Complete relevant templates and report any issues.
- Supervise, train and direct the students on reception duty, including responsibility for all transactions/ processes that occurs on your shift.
- Challenge and develop the student's critical thinking skills relevant to administrative clinical processes and related to clinical academic units.
- Other duties as required

Selection Criteria

Essential

1. Completion of an associate diploma qualification or an equivalent combination of relevant experience and/or education/training
2. Strong interpersonal, verbal and written communication skills
3. Excellent organisational skills and ability to prioritise tasks and cope with competing demands
4. Demonstrated ability to work independently and to be an effective team member as well as demonstrated capacity to use initiative and be flexible, punctual and reliable
5. Strong computing skills, including word processing

Desirable

1. Previous experience working in a teaching clinic
2. Additional qualifications in chiropractic or health related fields
3. Experienced in the use of Cliniko practice management software

Work Requirements

1. Australian permanent residency or possession of a valid visa with work entitlement in Australia.

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.