

POSITION DESCRIPTION



Position	Clinic Receptionist / Administrative Assistant
Level/Classification	HEW 0505
Reports to	Clinic Manager
Unit	Chiropractic Clinic, School of Allied Health
Directorate	College of Health and Education
Positions Supervised	Nil direct reports. Provides day-to-day functional guidance to casual reception staff and students rostered on shift.

Position Purpose

The primary purpose of this role is to support the clinic by delivering timely, efficient and effective reception and administration support. This includes direct administrative support to the Clinic Manager and coordination of student engagement and clinic administration activities.

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:

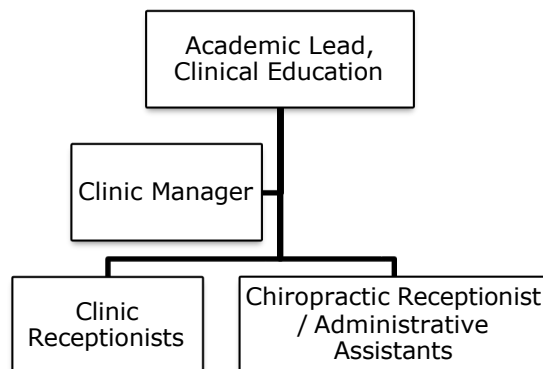
- Sustainability: Be a leading university in education, teaching and translational research in sustainability.
- Equity, Diversity, and Inclusion: Build a welcoming, diverse and inclusive community.
- First Nations: Become the University of first choice for First Nations peoples.

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

1. Undertake clinic opening procedures to ensure the clinic is ready for the day's activities.
2. Provide front reception services and act as the primary point of contact for clients, student practitioners, staff and visitors.
3. Manage client appointments, telephone calls, emails, online booking enquiries and general correspondence.
4. Ensure accurate processing, scanning and maintenance of all clinical and administrative electronic and paper-based records.

5. 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.
6. Daily supervision of students on front desk reception duty, including training in the practice management software, client enquiries and bookings and taking payment for appointments. Assume responsibility for all student behaviour and financial transactions.
7. Coordinate the receipt and storage of clinic supplies and deliveries, maintain stock levels, and assist with the preparation and movement of equipment to support clinic and outreach activities.
8. Challenge and develop the student's critical thinking skills relevant to reception/administrative clinical processes and related to clinical academic units.
9. General housekeeping of clinic ensuring clean and tidy areas throughout the clinic, including stocking treatment rooms and therapy room.

Clinic Manager & Administrative Support

1. Provide dedicated administrative support to the Clinic Manager, including assistance with staff rostering and shift coverage planning across the reception team.
2. Assist with daily reconciliation checks, financial reporting templates and processing of purchasing and invoicing as directed by the Clinic Manager.
3. Provide support for Clinic Manager administrative tasks during periods of leave, absence or peak workload.
4. Assist with maintaining clinic policies, procedures and compliance documentation.

Student Engagement & Clinic Coordination

1. Coordinate administrative aspects of student clinical placements and rural/remote outreach programs, including scheduling, documentation and logistics.
2. Support new student orientation to clinic reception, administrative systems and clinic processes.
3. Assist in the planning and delivery of clinic events, student engagement activities and community outreach initiatives.
4. Liaise with academic and clinical staff to ensure administrative and reception processes align with student learning and supervision requirements.

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 using Microsoft 365.

Desirable

1. Experience in chiropractic or other allied health settings.
2. Familiarity with teaching clinic environments.
3. Proficiency in the use of practice management software.

Work Requirements

1. Australian permanent residency or possession of a valid visa with work entitlement in Australia.
2. Ability to work outside of normal office hours when required.
3. Capacity to safely undertake incidental manual handling associated with the position.

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 Career Development Conversation annually to discuss their career aspirations and growth opportunities.

All Staff undergoing a probation period are required to set probationary objectives with their leader 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.