

Position Title:	Allied Health Administrator
Award/Agreement:	Social, Community, Home Care and Disability Services Industry Award 2010
Employment Type:	Full time – 38 hours per week Monday to Friday
Reports to:	Dual Reporting to General Manager – Operations and Head of Psychological Services
Direct Reports:	None
Organisational relationships	Work closely with management, office staff and clinical team members.

Key responsibilities & duties

- Provision of effective and efficient administrative support to the Head of Psychological Services and the broader allied health team including managing the administrative processes associated with:
 - client enquiries and expression of interest register management;
 - client enrolment and onboarding;
 - roster management and appointment scheduling;
 - records and data base management;
 - general phone and email communications with clients.
- Assisting the Office & Finance Administrator with:
 - reconciliation of billable clinical staff hours in preparation for fee invoice issuance; and
 - queries against billing and/or clinical staff hours,
 as relevant to the allied health practice.
- Assisting the General Manager-Operations to coordinate relevant training for allied health staff
- Working in a team with the Practice Manager and Office & Finance Administrator to ensure overall practice and office management responsibilities are met
- Attending and participating in relevant staff meetings in order to support and effect the above, including scheduling, agenda preparation and minute taking.
- Notwithstanding the above, other duties as reasonably directed

Quality and safety

- Commitment to the Child Safe Standards
- Ensure privacy and confidentiality is maintained at all times

- Adherence to quality, risk management and occupational health and safety policies
- Promote and uphold a workplace free from bullying, harassment and discrimination
- Assist with risk management identification and ensure that actions are taken to prevent and minimise harm to clients and staff
- Respond to and/or provide support to staff during incidents and high-risk activities at the centre
- Inform General Manager-Operations or Practice Manager of any outstanding risks

Requirements

- Experience as a practice manager, office manager, administrative assistant or similar role
- High School degree; additional qualifications in administration desirable
- Knowledge of general office administrator responsibilities, systems and procedures
- High Proficiency in MS Office (MS Teams, SharePoint, Word and Excel, in particular)
- Experience with email scheduling tools and electronic signing platforms (or a high level of IT proficiency generally to ensure ease of use across any administrative or practice management program)
- Hands on experience with office machines (e.g. fax machines and printers)
- Excellent planning and time management skills and ability to multi-task and prioritise work
- Ability to learn new skills on the go and effectively implement processes
- Excellent written and verbal communication skills
- Attention to detail, problem solving skills and proactive mindset

Conditions

- Any staff member required to drive vehicle in the course of their duties required to hold and present a valid driver's licence
- New employees subject to 6 month probation period
- Employment conditional upon current and satisfactory Working with Children Check and NDIS Worker Screening Check
- Completion of NDIS Worker Orientation Module and Federal Government COVID Infection Control Training upon appointment.
- Compliance with NDIS and VDW Codes of Conduct
- May be required to participate in First Aid and other occupational training
- Comply with all company policies and procedures and financial/human resources delegations, which may change from time to time
- Out of hours work may be required



25 -27 High Street South, KEW VIC 3101
PO Box 7118, HAWTHORN NORTH VIC 3122
Phone: (03) 9853 4607
Email: admin@learningforlife.com.au
www.learningforlife.com.au
ABN: 47 260 122 955

- Provide receipts for reimbursements

The Learning for Life Autism Centre Inc supports diversity and inclusion, and we have zero tolerance for discrimination and harassment because of neurodiversity, race, colour, age, religion, sex, national origin, gender identity or expression, sexual orientation, disability, veteran, military or marital status, genetic information or any other protected status.

We are committed to the safety and wellbeing of children and have zero tolerance for child abuse.

Employee Signature: _____

Date: _____