

POSITION DESCRIPTION

Position Title:	Office Manager
Grading:	Manager Level 1 - Low
Status:	Permanent Part-time 32 hours/week
Salary Packaging:	A range of salary packaging benefits are offered to part-time and full-time employees. Salary packaging results in a lower taxable income, meaning you pay less tax and increase your take home pay. Packaging options include living expenses up to \$15,900 per year (rent, mortgage, credit card payments); meal entertainment benefits up to \$2,650 per year; and novated leasing. More information is available on request.
Location:	Dubbo
Responsible to:	Practice Manager - Regional Clinics
Responsible for:	Nil
Collaborates with:	Medical Officers Registered Nurses Assistants in Nursing Aboriginal Liaison Officer

Who We Are

Family Planning Australia is the leading provider of reproductive and sexual health services in NSW. As an independent not-for-profit organisation we offer expert clinical care, information and advice for everybody in every family as well as education and training and evidence-based research to support doctors, nurses and other professionals.

Position Overview

The Office Manager is an experienced administrator looking to expand on their leadership skills or to progress towards a practice management role. As part of a multidisciplinary team, you will be responsible for ensuring the efficient day-to-day operations of the Dubbo Family Planning Australia clinic and outreach services.

Under the direction of the Practice Manager – Regional Clinics, you will lead a safe, responsive and client-centred clinic by maintaining effective administrative systems and supporting operations and medical and nursing staff.

The role also serves as the primary point of contact for clients and visitors, facilitating access to clinical services through effective appointment coordination, enquiry management and front-of-house service delivery.

Selection Criteria

Essential

- Minimum four years' experience in a reception, administrative or customer service role, preferably within a healthcare or clinic environment.
- Experience managing staff or leading a team.
- Highly developed interpersonal and communication skills, with the ability to respond to a diverse range of client needs in a professional and respectful manner.
- Proven ability to deliver high-quality, client-focused service in a fast-paced environment, including managing high volumes of enquiries via phone and in person.

- Strong organisational and time management skills, with the ability to prioritise competing demands and maintain attention to detail.
- High level administrative and computer skills, including experience with scheduling systems, data entry and Microsoft Office applications.
- Demonstrated ability to work effectively and collaboratively within a multidisciplinary team environment.
- Current NSW driver's license
- Must have full Australian working rights.

Desirable

- Experience in a healthcare setting, including familiarity with electronic medical record systems and patient administration systems
- Knowledge of Medicare billing processes and financial administration within a clinical environment
- Experience working with priority populations including Aboriginal and Torres Strait Islander people, culturally and linguistically diverse communities, young people, LGBTQIA+ people and people with disability
- Understanding of, or commitment to, reproductive and sexual health service delivery and a pro-choice framework

Other requirements

- A Criminal Record Check is required prior to commencement in the role
- NSW Health Category A immunisation/vaccination requirements apply to this role

Values

- We are a **pro-choice organisation** – staff are expected to fully support an individual's right to choose regarding their pregnancy, whether that be parenting, adoption/foster care or abortion.
 - As an abortion service provider, staff in the organisation are expected to actively participate in the provision of abortion services in line with the full scope of their role.
 - For this role that means leading the clinic team in delivering high quality abortion services to clients, responding to feedback from clients regarding the service, and driving service improvement initiatives.
- Must support the Family Planning Australia values:
 - **Bold**
 - **Empowered**
 - **Collaborative**
 - **Compassionate**
 - **Human rights focus:** Support the individual's right to choose regarding their sexual reproductive health and rights

Main Responsibilities

Clinic Operations

- Act as administrative leader, escalation point and decision-maker to support the successful coordination and supervision of clinic operations and staff.
- Support staff recruitment, onboarding, orientation and training.

- Identify operational risks and opportunities for improvement and proactively escalate issues to the Practice Manager.
- Provide day-to-day administrative and operational support to ensure the smooth functioning of the Dubbo clinic and outreach services.
- Support medical officers, registered nurses and assistants in nursing through effective rostering, appointment scheduling and coordination of clinic activities.
- Maintain accurate and up-to-date clinic systems, including appointment scheduling, patient management systems and administrative records.
- Assist with ordering, monitoring and maintenance of clinic supplies and resources to ensure continuity of service delivery
- Support preparation and coordination of clinic sessions, including outreach services, to ensure operational readiness
- Ensure administrative processes and systems are consistently applied in line with organisational policies and procedures
- Support implementation of operational procedures, quality improvement activities and service delivery enhancements

Administrative support

- Provide a welcoming, professional and responsive reception service to clients and visitors at reception and on the phone.
- Make, manage and confirm appointments.
- Maintain confidentiality and integrity of client records and information.
- Support effective client flow within the clinic to enhance service efficiency.
- Provide accurate information and assist clients to navigate available services.
- Ensure interactions are culturally safe, inclusive and responsive to diverse community needs.
- Support access for priority populations and reduce barriers to care.

Financial and Resource Administration

- Process client billing, Medicare claims and fee-for-service payments.
- Perform end-of-day reconciliation and maintain accurate financial records.
- Escalate concerns and discrepancies regarding financial matters appropriately and in a timely manner
- Manage client payments in accordance with organisational procedures.
- Support efficient use of clinic resources and maintain administrative practices aligned with organisational policies and delegations.

Compliance, Quality and Safety

- Work in accordance with organisational policies, procedures and clinical governance requirements
- Maintain client confidentiality and privacy in all interactions
- Support adherence to clinic processes and systems to ensure consistency and quality
- Report risks, incidents or issues in line with organisational requirements
- Contribute to continuous quality improvement activities

Other Duties

- Undertake other duties as directed by the Practice Manager.
- Provide flexible administrative support in response to clinic and operational needs

Family Planning NSW Capability Framework

Capability Group	Capability Name	Level Descriptor
Personal Attributes 	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	Advanced
	Act with Integrity Be ethical and professional, and adhere to the Family Planning NSW values	Advanced
	Manage Self Show drive and motivation, a measured approach and a commitment to learning	Advanced
	Value Diversity Show respect for diverse backgrounds, experiences and perspectives	Advanced
Relationships 	Communicate Effectively Communicate clearly, actively listen to others and respond with respect	Advanced
	Commit to Customer Service Provide customer centric services in line with organisational objectives	Advanced
	Work Collaboratively Collaborate with others and value their contribution	Advanced
	Influence and Negotiate Gain consensus and commitment from others and resolve issues and conflicts	Advanced
Results 	Deliver Results Achieve results through efficient use of resources and a commitment to quality outcomes	Advanced
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	Advanced
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	Advanced
	Demonstrate Accountability Be responsible for own actions, adhere to legislation and policy and be proactive to address risk	Advanced
Business Enablers 	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	Advanced
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	Advanced
	Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance	Advanced
	Project Management Understand and apply effective planning, coordination and control methods	Advanced
People Management (supervisory roles only) 	Manage and Develop People Engage and motivate staff and develop capability and potential in others	Advanced
	Inspire Direction and Purpose Communicate goals, priorities and vision and recognise achievements	Advanced
	Optimise Business Outcomes Manage resources effectively and apply sound workforce planning principles	Advanced
	Manage Reform and Change Support, promote and champion change, and assist others to engage with change	Advanced

Verification

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

Position holder:

Name:

Signature:

Date:

Supervisor:

Name:

Signature:

Date:
