

Position Description

Position Title: Clinic Administration Officer

Position Number:

Classification: HEW 5

Organisation Unit: School of Health Sciences

Department: Centre for Mental Health and Brain Sciences

Position Purpose

The Clinic Administration Officer role is responsible for providing administrative support for the Mental Health Online service. Mental Health Online, an Australian Government Department of Health funded online mental health service, which is part of Swinburne's Centre for Mental Health and Brain Sciences. The Centre for Mental Health and Brain Sciences has strengths in digital mental health innovation, including cognitive behavioural self-help and therapist assisted interventions for persisting mental health problems.

Mental Health Online provides therapist support via placement students, to people who experience a range of mental health conditions. The position will take responsibility for the management and conduct of a range of administrative requirements including client communication and scheduling, administrative aspects of student placement, stakeholder communication, data collection, financial administration and ensuring that the service runs in an efficient and effective manner while maintaining client confidentiality and satisfaction. The Clinic Administration Officer role will require a high level of confidence and proficiency with computers/IT, the ability to work autonomously and well-developed critical thinking and problem-solving skills.

Location

This position is currently located at the Hawthorn campus, but the incumbent may be required to undertake duties at any of the University's campuses. Thus, the incumbent must be willing to travel between campuses and work at a range of locations. Subject to suitability, this position may be eligible for flexible working options such as working from home arrangements.

Reporting Line

Reports to: Clinic Director - Mental Health Online

Direct reports: None

Key Responsibility Areas	
General Administration	• Oversee administrative and clerical functions within the Mental Health Online service. • Service MHO administrative committees (e.g., Operational, Executive, Governance, Advisory), including preparation of agendas, minutes and correspondence. • Monitor financial activities within the Mental Health Online service, in line with the funding agreement. • Assist in data collection and analysis, and preparation of reports and other outputs. • Implement, and support administrative policies, systems and procedures, in line with relevant policy, precedent, and professional standard.
Record and Data Management	• Maintain accurate client and therapist records for the service. • Collate client data for intake assessment. • Organise client files within file management system. • Coordination of quality assurance and auditing activities
Client Communication and Scheduling	• Communicate with clients regarding provision of correct details, scheduling of intake assessments, follow-up after missed intake calls, allocation to therapist. • Triage of client communications in shared mailbox to relevant staff (i.e., clinical and IT matters) • Provide technical and administrative support for clients
Therapist and Placement Related Administration	• Communicate with potential and current student therapists regarding placement and supervision. • Administration related to onboarding and offboarding of therapists in the various systems used (i.e., shared email account, SharePoint, Teams, Covi, Mental Health Online website) • Scheduling of supervision sessions and rostering of facilitating supervisors • Rostering of therapists for intake assessments
Swinburne Values	Commitment to the Swinburne behaviours: • One Swinburne - We work together, bringing our unique skills to achieve our common purpose and strategy.

	• Future – Focused - We commit to taking bold strides – ‘moon shots’ – and are constantly innovating, disrupting, renewing and changing to create tomorrow's technology and talent today. • Engaged - We strive to be the most industry-engaged university, to amplify our impact and support all students to be future-ready. • Empowered - We are trusted, and expected, to act and make decisions commensurate with our roles and skills, and to drive continuous improvement, to deliver our common goals. • Accountable - We are accountable for our contributions to Swinburne's success and sustainability, for the ways we work together, and for the outcomes that we deliver for students, partners and society.
Other	• Undertake Division-wide and/or university-wide responsibilities as required.

Key Selection Criteria		Essential/ preferable
Qualifications	• Extensive relevant administration experience; and or completion of a bachelor's degree.	Essential
Experience/ Knowledge/ Attributes	• Excellent interpersonal skills, with the ability to communicate, liaise and work with people at all levels, both internal and external to the University with tact, maturity and appreciation of sensitive issues.	Essential
	• Highly proficient computer skills, in particular MS Office Word, Excel, Outlook.	Essential
	• Well-developed analytical, conceptual and problem-solving skills, including the ability to interpret and effectively communicate policies, strategies and procedures within a complex environment.	Essential
	• Excellent organisational and time management skills, along with the ability to prioritise activities, manage competing priorities as well as respond to ad hoc and time critical requests while meeting deadlines.	Essential
	• Demonstrate sensitivity to the confidentiality requirements of a psychology service.	Essential
Other	• A valid working with children's check card (or ability to obtain prior to or upon commencement).	Essential