

A photograph of a modern, multi-story building with a glass facade and red accents, likely a Swinburne University of Technology building.

## Position Description

**Position Title:** Clinic Administration Officer

**Position Number:** TBC

**Classification:** HEW 5

**Organisational Unit:** School of Health Sciences

**Department:** Department of Psychological Sciences

### Position Purpose

The Clinic Administration Officer role is responsible for providing administrative support to the Swinburne Wellbeing Clinic for Older Adults.

The clinic provides counselling and group services to aged care residents, residential care staff and families of residents across Australia. The clinic is Australia's largest university-based mental health service for older adults living in residential care. The clinic operates nationally. It also provides clinical placements, webinars and workshops to train postgraduate healthcare students to be proficient in delivering such services in the sector. The missions of the clinic are to a) provide counselling and psychological treatments to the residential aged care community, and b) provide training in mental health and ageing to trainees in healthcare (e.g., psychology, counselling and social work). Since the clinic was launched in 2011, it has provided more than 10 thousand hours of psychological treatment and has trained more than 500 postgraduate students in applying psychological treatment in the aged care sector. The clinic is funded through philanthropic, research and commercial contracts. This position will support the activities of the clinic.

The appointee will be enthusiastic about working with older adults, aged care staff and families, and would like to make a difference within the aged care sector. This role requires: strong coordination skills and understanding of the importance of planning; confidence to take initiative and follow through with tasks; clear communication with clients, referrers and team members; strong attention to detail and a confident approach to design principles and social media engagement. The appointee will be expected to function as a member of an interdisciplinary team to fulfil project objectives.

## Location

This position is currently located at the Hawthorn campus, but the appointee may be required to undertake duties at any of the University's campuses. Thus, the appointee 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: Professor, Psychology.

Direct reports: None.

| Key Responsibility Areas |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| General administration   | <ul style="list-style-type: none"> <li>• Meeting administration (e.g., schedule meetings, create agendas, minutes).</li> <li>• Student support (e.g., register students, organise reimbursements, answer queries).</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Client communication     | <ul style="list-style-type: none"> <li>• Respond to phone calls.</li> <li>• Answer and send emails.</li> <li>• Respond to media queries.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Event promotion          | <ul style="list-style-type: none"> <li>• Promote and support administration of workshops, webinars, forums, planning day, groups.</li> <li>• Promote clinic activities (e.g., online, university channels, newsletters, leaflets)</li> <li>• Facilitate website updates.</li> <li>• Support existing and new social media pages.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Record management        | <ul style="list-style-type: none"> <li>• File administration (e.g., auditing clinical files).</li> <li>• Data support (e.g., assist entering, checking and amending data in clinic spreadsheets).</li> <li>• Clinic manual administration (e.g., Update canvas, update policies and procedures).</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Swinburne Values         | <p>Commitment to the Swinburne behaviours:</p> <ul style="list-style-type: none"> <li>• <b>One Swinburne - We work together</b>, bringing our unique skills to achieve our common purpose and strategy.</li> <li>• <b>Future – Focused</b> - We commit to taking bold strides – ‘moon shots’ – and are constantly <b>innovating, disrupting, renewing and changing</b> to create tomorrow's technology and talent today.</li> <li>• <b>Engaged</b> - We strive to be the most <b>industry-engaged</b> university, to amplify our impact and support all students to be future-ready.</li> <li>• <b>Empowered</b> - We are trusted, and expected, to <b>act and make decisions</b> commensurate with our roles and skills, and to <b>drive continuous improvement</b>, to deliver our common goals.</li> </ul> |

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|       | <ul style="list-style-type: none"> <li>• <b>Accountable</b> - We are accountable for our contributions to Swinburne's <b>success and sustainability</b>, for the ways we work together, and for the <b>outcomes</b> that we deliver for students, partners and society.</li> </ul> |
| Other | <ul style="list-style-type: none"> <li>• Undertake Division-wide and/or university-wide responsibilities as required.</li> </ul>                                                                                                                                                   |

| Key Selection Criteria              |                                                                                                                                                                                                                                                                        | Essential/<br>preferable |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Qualifications                      | <ul style="list-style-type: none"> <li>• Extensive relevant administration experience; and or completion of a bachelor's degree.</li> </ul>                                                                                                                            | Essential                |
| Experience/<br>Knowledge/Attributes | <ul style="list-style-type: none"> <li>• Experience with front desk duties (e.g., reception tasks).</li> </ul>                                                                                                                                                         | Essential                |
|                                     | <ul style="list-style-type: none"> <li>• 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.</li> </ul> | Essential                |
|                                     | <ul style="list-style-type: none"> <li>• Highly proficient computer skills, in particular MS Office Word, Excel, Outlook.</li> </ul>                                                                                                                                   | Essential                |
|                                     | <ul style="list-style-type: none"> <li>• 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.</li> </ul> | Essential                |
|                                     | <ul style="list-style-type: none"> <li>• High standard of professionalism, autonomy and initiative.</li> </ul>                                                                                                                                                         | Essential                |
|                                     | <ul style="list-style-type: none"> <li>• Experience in promoting events/services via social media (e.g. LinkedIn or similar).</li> </ul>                                                                                                                               | Essential                |
|                                     | <ul style="list-style-type: none"> <li>• Experience supporting the setup and promotion of events, workshops or webinars.</li> </ul>                                                                                                                                    | Preferable               |
|                                     | <ul style="list-style-type: none"> <li>• Experience working in the aged care system.</li> </ul>                                                                                                                                                                        | Preferable               |
| Other                               | <ul style="list-style-type: none"> <li>• A valid working with children's check card (or ability to obtain prior to or upon commencement).</li> </ul>                                                                                                                   | Essential                |
|                                     | <ul style="list-style-type: none"> <li>• A valid police check (or ability to obtain prior to or upon commencement)</li> </ul>                                                                                                                                          | Essential                |