

## JOB DESCRIPTION

# Clinic Administrator

<b>ROLE TITLE</b>	Clinic Administrator
<b>SECTION/DIVISION:</b>	Student Health, Academic Division or a clinic based in the Health Sciences or Sciences Divisions
<b>REPORTS TO:</b>	Practice Manager or Operations Lead or Operations Manager
<b>DIRECT REPORTS (FTE):</b>	Nil
<b>INDIRECT REPORTS (FTE):</b>	Nil
<b>PRIMARY PURPOSE OF THE ROLE:</b>	<p>As an integral member of the University whānau this role works as part of the Academic or Health Sciences Divisions to provide a range of essential administrative functions and coordinate the day-to-day support services and operations within the assigned clinic.</p> <p>A dedicated student, staff, and customer focus is crucial to success. This role is pivotal in delivering proactive service for students, staff, patients, and visitors. Offer guidance to colleagues on the ongoing activities of the clinic, to ensure high quality, efficient administration support.</p>
<b>ACCOUNTABILITIES:</b>	<p><b>Clinical service support</b>  <i>Outcome: Professional, responsive customer-focused frontline services are provided to patients, staff, research participants and visitors.</i></p> <ul style="list-style-type: none"> <li>• Provide a high standard of confidential and professional student, patient, and staff focused service.</li> <li>• Be a point of contact for the service and ensure waiting areas are welcoming, safe, and kept tidy.</li> <li>• Process enrolment, referrals and assist in the management of waitlists.</li> <li>• Undertake registration and scheduling tasks; make, cancel, reschedule and follow-up appointments for patients using the relevant patient management system.</li> <li>• Assist with prioritising patients and enquiries for treatment.</li> <li>• Coordinate services to support patients/students/clients as required, such as patient travel/transport and arranging for interpreter services.</li> <li>• Assist in the process for assessing and managing complaints and investigations, refer complex matters as appropriate.</li> <li>• Provide support to users of the patient management system, including access, training, problem-solving issues, auditing, correcting errors.</li> <li>• Contribute to business processes including involvement in user groups.</li> <li>• Perform a range of timetabling processes to manage rostering process for student, chair, and patient appointments.</li> <li>• Coordinate and support the assessment process for undergraduate and postgraduate students.</li> <li>• Perform a range of duties to ensure successful student placements.</li> </ul> <p><b>Administrative services and operational support</b>  <i>Outcome: The clinic operates smoothly and efficiently and is supported through the provision of a range of administrative services, utilising best practice and agreed systems.</i></p> <ul style="list-style-type: none"> <li>• Provide high quality administrative support to the service, such as document drafting; prepare and/or produce information, materials, and documents.</li> <li>• Maintain shared emails and calendars, receive, sort, distribute and upload, digital and non-digital correspondence, to ensure efficient and effective service delivery.</li> </ul>

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- Maintain confidentiality of information related to all business, patient, and staff interactions.
  - Act as a liaison point for internal and external parties such as Te Whatu Ora, ACC, and Ministry of Social Development (MSD).
  - Provide information to colleagues on relevant health regulation and legislation, and relevant University policies, and processes.
  - Provide meeting support and events coordination such as preparing and distributing agendas, papers, minutes. Take notes, make arrangements and liaise with convenors.
  - Action and organise authorised business travel, identify and log building, office, and research equipment maintenance requests, organise courier services.
  - Coordinate and assist with contract management processes.
  - Assist with clinical audit processes and compilation of data for reporting purposes both internal and external to the service.
  - Support human resource processes such as onboarding and offboarding of staff, and schedular payments.
  - Perform related duties as assigned, within the scope of the role.

#### **Data and file management**

*Outcome: Provide support for data and file management. All files are managed, maintained, and reported accordingly.*

- Retrieve and prepare files in readiness for appointments.
- Update and maintain data integrity and upkeep of all patient records, utilising the patient management software.
- Collect, sort, and scan files, and process data and information such as clinical information, requests, and transfers.

#### **Transactional financial administrative processes**

*Outcome: Processes are resolved accurately and within specified timeframes, utilising best practice and agreed systems.*

- Perform a range of transactional financial administrative activities in accordance with prescribed University financial policies and procedures, such as reconciliation, invoices, reimbursements and processing of transactions.
- Undertake local processing of accounts/financial administration tasks associated with debt management and claim processing with external key funders and providers.
- Process PCard transactions and staff month end PCard statements, banking, petty cash and purchasing tasks (e.g. ordering supplies, obtaining quotes, managing inwards goods).

#### **Whakawhanaukataka – Community**

*Outcome: Active commitment to being part of a team, within the relevant department and division, and maintain a strong link with the broader Divisional Services and Administration whānau.*

- Initiate and develop positive professional relationships with staff, and internal and external stakeholders.
- Assist with coordination and provision of appropriate student pastoral care and information regarding available resources and support, escalate as appropriate.
- Actively engage and contribute to the Administration Community of Practice (CoP). Attend the CoP meetings and keep up-to-date with new procedures and protocols.
- Collaborate with and support other Administrators across the work area, division and Divisional Services and Administration to ensure seamless service delivery.
- Contribute to the development of the administration team through continuous improvement and adoption of new initiatives.
- Support ongoing development needs of colleagues by sharing knowledge and providing guidance, support, training and coaching as appropriate.

- Continually align, improve, and streamline processes through sharing best practices, leveraging collective knowledge and ensuring a consistent level of service.
- Attend and positively contribute to team meetings.
- Perform Departmental Health and Safety Officer (DHSO) first aid and/or fire warden duties, as delegated and with appropriate training.

#### **Manaakitaka - Valuing equity**

*Outcome: Act in a manner consistent with the University's equity, diversity, and inclusion commitments, as articulated in the Equity and Diversity Strategic Framework and University equity policies.*

- Support the University's commitment to Māori, and Te Tiriti o Waitangi.
  - Support the University's commitment to Pacific peoples.
  - Support the University's commitment to recognised equity groups.
- Demonstrate equity behaviours and values aligned to the University Capability Framework in day-to-day interactions with the team, stakeholders, and the University.

#### **KEY RELATIONSHIPS:**

##### Internal

Professional and clinical staff  
AskOtago  
All University staff and students  
Advisory and operational support services

##### External

Patients, clients, participants, and visitors  
Otago University Students' Association  
Local social agencies  
Te Whatu Ora and associated primary health organisations (PHO)  
Primary health care practices and community non-governmental organisations (NGOs)  
Laboratories  
ACC  
Ministry of Social Development  
Ministry of Education and local schools.  
Ministry of Health  
Urgent Doctors and Accident Centre  
Relevant professional bodies  
Insurance Companies

#### **QUALIFICATIONS AND EXPERIENCE:**

##### Essential

Recognised qualification appropriate to the role or proven experience working in a busy medical, counselling, or similar patient-focused environment.  
Experience using a patient or customer software management system.  
Financial transaction experience, including understanding of creditors and debtors.

##### Preferred

Tertiary qualification.  
Experience working in a healthcare environment or a focus on young adults or a diverse range of cultures and backgrounds.  
Current First Aid Certificate.

#### **TECHNICAL SKILLS AND KNOWLEDGE:**

##### Essential

Evidence of good literacy and numeracy skills.  
Proficiency in the Microsoft suite of programmes; well-developed keyboard and word-processing skills.  
High standard of interpersonal communication skills, both written and verbal.  
Proficient time and workload management skills with demonstrated ability to prioritise effectively, manage multiple tasks, meet deadlines, and achieve required outcomes with keen attention to detail.

### Preferred

Working knowledge of patient management systems.

A working understanding of legislation relevant to patient services, such as Health and Disability Standards, Patient Code of Rights and Health Privacy Code.

Ability to make sound judgement and work both independently and as part of a team.

Highly proficient computer literacy with excellent skills in Microsoft Office applications.

### **SPECIAL REQUIREMENTS:**

When working in Student Health, hours of work will be determined by a roster as clinics can be open from 8.00am - 8.30pm. Hours can vary between semester and non-semester time.

Depending on location, compulsory training on topics such as de-escalation, First Aid, Health and Safety, privacy, and confidentiality may be required on a regular basis.

May be required to perform duties at different workplaces or locations across the campus.

Be comfortable and able to work in a busy clinical environment and meet the requirements of working in a medical facility. For example, wear a mask, or meet other required health and safety standards, as required by Te Whatu Ora.

### **DIRECT BUDGET ACCOUNTABILITY:**

Authorises minor expenditure from another person's budget in accordance with University financial delegations.

### **MĀORI STRATEGIC FRAMEWORK:**

Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.

### **PACIFIC STRATEGIC FRAMEWORK:**

Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.

### **HEALTH AND SAFETY:**

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks, and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors, and other staff.

### **SUSTAINABILITY:**

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

### **CAPABILITY FRAMEWORK:**

Capability Group	Capability Name	Level
<b>ENGAGE</b>	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
<b>ENABLE</b>	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
<b>PERSONAL ATTRIBUTES</b>	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Foundational
<b>LANGUAGE AND CULTURE</b>	Te Reo	Foundational
	Tikanga Māori	Foundational

## CAPABILITY FRAMEWORK DESCRIPTORS

### Clinic Administrator

#### ENGAGE

Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others, and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
INTERMEDIATE	INTERMEDIATE	FOUNDATIONAL	FOUNDATIONAL
<p>Focus on key points and speak using plain language</p> <p>Clearly explain and present ideas and arguments</p> <p>Display active listening and ask appropriate, respectful questions</p> <p>Write fluently and communicate routine technical information clearly avoiding unnecessary use of jargon</p>	<p>Support a culture of quality customer service in the organisation</p> <p>Demonstrate a thorough knowledge of the services provided and relay accurately to customers</p> <p>Identify and respond quickly to customer needs</p> <p>Consider customer service requirements and provide solutions to meet needs. Resolve complex customer issues and needs</p> <p>Co-operate across work areas to improve outcomes for customers</p>	<p>Work as a supportive and co-operative team member, share information and acknowledge others' efforts</p> <p>Respond positively to others who need clarification or guidance on work activities</p> <p>Step in to help others when workloads are high</p> <p>Keep team and supervisor informed of work tasks</p>	<p>Utilise facts to support claims</p> <p>Help to find solutions that contribute to positive outcomes</p> <p>Respond to conflict without worsening the situation and refer to a supervisor where appropriate</p> <p>Know when to withdraw from a conflict situation</p>

#### ENABLE

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
<p>Complete own work tasks under guidance, within set budgets, timeframes, and standards</p> <p>Take the initiative to progress own work</p> <p>Identify resources needed to complete allocated work tasks</p> <p>Seek clarification when unsure of work tasks</p>	<p>Plan and coordinate allocated activities</p> <p>Re-prioritise own work activities on a regular basis to achieve set goals</p> <p>Contribute to the development of teamwork plans and goal setting</p> <p>Understand team objectives and how own work relates to achieving these</p>	<p>Find and check information needed to complete own work tasks</p> <p>Identify and inform supervisor of issues that may impact on completion of tasks. Escalate more complex issues and problems when these are identified</p> <p>Share ideas about ways to improve work tasks and solve problems</p> <p>Suggest improvements to work tasks for the team</p>	<p>Take responsibility for own actions</p> <p>Be aware of delegations and act within authority levels</p> <p>Be aware of team goals and their impact on own work tasks</p> <p>Escalate issues when these are identified</p>

## PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach, and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience, and perspectives</i>
INTERMEDIATE	FOUNDATIONAL	INTERMEDIATE	FOUNDATIONAL
<p>Be flexible and adaptable and respond quickly when situations change</p> <p>Offer own opinion and raise challenging issues in an appropriate manner</p> <p>Listen when ideas are challenged and respond in a reasonable way</p> <p>Work through challenges</p> <p>Stay calm and focused in the face of challenging situations</p>	<p>Behave in an honest, ethical, and professional way</p> <p>Take opportunities to clarify understanding of ethical behaviour requirements and follow legislation, rules, policies, guidelines, and codes of conduct that apply to own role</p> <p>Speak out against misconduct and inappropriate behaviour</p>	<p>Be willing to develop and apply new skills and adapt existing skills to new situations</p> <p>Show commitment to achieving work goals effectively</p> <p>Show awareness of own strengths and areas for growth and seek and respond positively to constructive feedback and guidance</p> <p>Demonstrate a motivated attitude to work activities and maintain own motivation when tasks become difficult</p>	<p>Acknowledge and be responsive to diverse experiences, perspectives, values, and beliefs</p> <p>Be open to the inputs of others</p> <p>Work to understand the perspectives of others</p>

## LANGUAGE AND CULTURE

Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the workplace</i>
FOUNDATIONAL	FOUNDATIONAL
<p>Use te reo Māori words and greetings in an appropriate way in the workplace</p> <p>Endeavour to use and pronounce Māori words correctly</p> <p>Actively participate in training and development opportunities that increase own te reo Māori language capability</p>	<p>Understand the University's Māori Strategic Framework and its relevance for own work</p> <p>Demonstrate some awareness of Māori customs, values, and beliefs</p> <p>Has some knowledge of Te Tiriti o Waitangi</p> <p>Actively participate in training and development opportunities that increase own understanding of tikanga Māori and knowledge of Te Tiriti o Waitangi</p> <p>Develops and initiates opportunities for others to extend their understanding and knowledge of tikanga Māori</p>