

Position Title	Student Services Officer – Student Wellbeing & Accessibility
Group/Portfolio	Office of the Deputy Vice Chancellor (Education)
Classification	HEW Level 4
Position Number	00061309
Reports To	Student Services Officer
Employment Type	Part-time Continuing

1.0 Position Purpose

The Student Services Officer will be responsible for representing Student Wellbeing & Accessibility, including the Health and Medical Services, as the first point of contact for clients, external agencies and staff accessing our services. The roles also involve promoting the service more broadly across the University community through publicity materials, displays, website content and other communication channels.

In this position you will work collaboratively with colleagues across Health & Medical Services, Counselling & Wellbeing Services, Disability & Accessibility Services, Chaplaincy Services, and with visiting health practitioners. Your responsibilities will include providing high level administrative support, managing client bookings for Student Wellbeing & Accessibility, processing billings and undertaking financial reconciliation for the Health and Medical Service.

2.0 Eligibility Requirements

The occupant of this position will have experience working in a medical practice, with relevant work experience, or an equivalent combination of relevant skills, knowledge and experience.

3.0 Key Responsibilities

- Act as the first point of contact for clients, external agencies, students, and staff engaging with Student Wellbeing & Accessibility, providing timely, professional, and appropriate responses via telephone, in person, and email.
- Provide general office administration and support for Student Wellbeing & Accessibility staff, including contributing to programs and project work, handling confidential information, coordinating health and safety compliance and reporting, and induction for all new and casual/ sessional staff regarding administrative processes.
- Coordinate and manage all Health Insurance Commission, Overseas Student Health, Workcover and Private billing within Health and Medical Services. Liaise and provide regular reports to the Manager, Health and Medical Services and to individual service providers as required.

- Responsible for the office's resource management, including management of cash and EFTPOS transactions and the computerised billing program and client record system as well as the reconciliation and financial reporting of cash and EFTPOS transactions.
- Contribute to the professional image of Student Wellbeing & Accessibility Services in the University community, more generally through design, development, maintenance and/ or dissemination of promotional resources and publicity on the Student Wellbeing & Accessibility website.
- The employee must be, and remain, vaccinated against the following vaccine preventable diseases during their employment: measles, mumps, rubella, varicella (chicken pox), pertussis (whooping cough) and hepatitis B.
- The employee is required to hold a valid Blue Card (Working with Children Check). If you do not currently hold one, this can be obtained as part of the onboarding process.
- Maintain compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

4.0 Key Capabilities

We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](#).