

Position Title	Clinic Manager
Group/Portfolio	Griffith Health – School of Applied Psychology
Classification	HEW 6
Position Number	000
Reports To	Psychology Clinic Director
Employment Type	Fixed Term 0.80 FTE

1.0 Position Purpose

The position is part of the Griffith Health Clinics and works closely with the Psychology Clinic Director, Internship Coordinators, and clinic staff. The Clinic Manager provides and maintains a high standard of professionalism and is responsible for managing the operational activities of the busy patient focused Psychology Clinics in the University and providing administrative support to the Psychology Clinic Director. The role will ensure the highest quality of service to patients, students, practitioners, and clinical and academic staff. The role will ensure compliance with accreditation requirements, legislative requirements, and standards of health practice. The position will provide advice to the Psychology Clinic Director on University and Clinic operational matters.

2.0 Eligibility Requirements

- Completion of a relevant degree, or equivalent combination of relevant work experience and/or education/training.

3.0 Key Responsibilities

- Overseeing the operational systems within the clinic including collating and analysing data and preparing reports and recommendations for the Psychology Clinic Director in relation to clinic operations, strategic directions, and performance indicators.
- Provide high level support to the Psychology Clinic Director and contribute to business process improvement and business development activities that ensures the effective operation of the Griffith multidisciplinary health clinics.
- Oversee and manage the financial processes for daily business – including invoices, third party payers, reconciliations, contractor accounts
- Line manage and establish systems and processes for administrative teams
- Oversee and optimise all clinic administrative processes, and ensure compliance with these by all staff, student and other clinic users
- Manage and coordinate clinic access, clinic space, and clinic infrastructure requirements for students, practitioners, and researchers. This includes onboarding and orientating staff, students and researchers, facilitating the clinical privileging process
- Oversee and coordinate clinic administration staff and undertake regular performance reviews as required.
- Liase with and advise patient management system officers and the administrative

support teams in the implementation of these systems, processes, and procedures.

- Coordinate marketing and promotional activities for the Clinic, including but not limited to liaising with external bodies and internal stakeholders; support Marketing and Communications Officers in maintaining the Clinic webpages and other social media.
- Support clinic committees and meetings, through the provision of policy advice, administrative support, and follow-up actions to ensure the communication and/or implementation of meeting decisions.
- Lead and promote compliance with accreditation standards (for health services and discipline specific professional bodies), relevant legislation, ethical guidelines and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
- Lead and promote fair, ethical, collaborative, and professional work practices in accordance with the University Code of Conduct.
- This position may be required to take on other responsibilities, commensurate with the expectations of a role at this level, which contribute to the overall objectives of the work unit.

4.0 Key Capabilities

- Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. 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 Others section of our [Capability Development Framework](#).