

Position Title	Student Services Officer
Group/Portfolio	Health, Counselling and Wellbeing
Classification	HEW Level 4
Position Number	00041318
Reports To	Practice Coordinator
Employment Type	Continuing

1.0 Position Purpose

The Student Services Officer is responsible for representing Student Health, Counselling and Wellbeing as the first point of contact for clients, external agencies and employees who use our services.

This position will work in collaboration with other Student Health, Counselling and Wellbeing staff, and visiting health practitioners, to provide administrative support, client bookings, billings and financial reconciliation.

2.0 Eligibility Requirements

- The occupant of this position will hold a year 12 education or equivalent or extensive experience in a human services area, or an equivalent combination of relevant skills, knowledge and experience.

3.0 Key Responsibilities

- Represent Student Health, Counselling and Wellbeing as first point of contact for clients, external agencies, students and staff who use our services, requiring appropriate, timely and professional telephone, counter and email response.
- Provide general office administration and support for Student Health, Counselling and Wellbeing 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 Head, 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 all cash and EFTPOS transactions.
- Contribute to the professional image of Student Health, Counselling and Wellbeing

Services in the University community more generally through design, development, maintenance and/ or dissemination of promotional resources and publicity on the Student Health, Counselling and Wellbeing web site.

- The employee to 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.
- Ensure 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

- 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 Self section of our [Capability Development Framework](#).