

Position Title	Clinic Support Officer
Group/Portfolio	Griffith Health
Classification	HEW 4
Position Number	000
Reports To	Psychology Clinics Manager
Employment Type	Fixed Term

1.0 Position Purpose

Under general direction, the Clinic Support Assistant provides high-quality reception and administrative support to the Griffith Health Clinics. This includes managing patient interactions (in-person, telephone and email enquiries), financial transactions, and clinic systems in accordance with University policies and procedures. The role contributes to the efficient operation of the clinic and supports a positive experience for patients, students, and staff.

2.0 Eligibility Requirements

- The occupant of this position will hold an associate diploma level qualification with relevant work experience, or an equivalent combination of relevant skills, knowledge and experience.

3.1 Key Responsibilities

Client Service & Communication

- Act as the first point of contact for patients, students, staff, and external stakeholders.
- Provide timely, courteous, and professional responses to telephone, email, and in-person enquiries.
- Exercise judgment in resolving routine issues and escalating complex matters appropriately.

Financial Transactions & Reporting

- Process patient payments (cash, EFTPOS) using GriffithPay and other University systems.
- Perform daily reconciliation and financial reporting in line with University and clinic procedures.
- Maintain accurate financial records and ensure compliance with audit requirements.

Administrative Support & Systems Management

- Maintain and update clinic records, spreadsheets, registers, and databases.

- Prepare routine correspondence and reports as required.
- Support the release of patient records, upload clinical results, and respond to online enquiries.

Booking & Scheduling

- Manage patient bookings using the Patient Management System.
- Prioritise patients on waitlists and communicate scheduling updates effectively.
- Ensure accuracy and confidentiality in all patient records.

Team Contribution

- Collaborate with clinic staff to support daily operations and service delivery.
- Participate in training and development activities to enhance skills and knowledge.
- Undertake other duties commensurate with the classification level as required.

Compliance & Conduct

- Adhere to University policies, procedures, and relevant legislation including privacy, equity, and health & safety.
- Demonstrate ethical behaviour and professionalism in line with the University's Code of Conduct.

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](#).