

Position Title	Clinic Operations Coordinator
Group/Portfolio	Health Group / Griffith Health Clinics
Classification	HEW 5
Position Number	00059501
Reports To	Manager, Allied Health Clinic
Employment Type	1.0 FTE, Continuing

1.0 Position Purpose

The Clinic Operations Coordinator plays a critical operational role within the Allied Health Clinic, supporting the administrative, financial, and system-based functions that underpin effective clinical service delivery and student placement operations.

Working closely with the Clinic Manager, administrative team, and clinical staff, the Clinic Operations Coordinator contributes to maintaining a sustainable and well-functioning clinic environment by improving processes, supporting system optimisation, and reducing reliance on senior staff for routine operational decision-making.

2.0 Eligibility Requirements

The occupant of this position will hold a minimum of an associate diploma qualification and at least two years relevant work experience, or an equivalent combination of relevant training, skills, knowledge and experience.

3.0 Key Responsibilities

- Coordinate and support administrative and operational processes across the Allied Health Clinic to ensure consistency, efficiency, and compliance with University policies and procedures
- Coordinate and administer clinic financial processes, including invoicing, adjustments, reconciliation activities, and business support for multiple payment streams
- Support debtor management activities, including follow-up and preparation of relevant documentation in accordance with university requirements
- Investigate financial and operational discrepancies and prepare information and reports to support decision-making by the Clinic Manager
- Maintain accurate records and data integrity across clinic systems, databases, and reporting tools

- Contribute to the development, implementation, and maintenance of consistent administrative systems, processes, and procedures, and support improvements to workflows and reporting to enhance operational efficiency and service quality
- Provide guidance and support to Clinic Support Officers (HEW 4) in the application of processes, systems, and procedures, acting as a point of escalation for more complex matters and providing coverage when required
- Support administrative aspects of student placements, including onboarding/offboarding, scheduling coordination, compliance, orientation and communication with relevant stakeholders
- Liaise with clinical staff, academic units, and central University services to support effective clinic operations
- Provide professional, timely, and responsive service to patients, students, staff, and stakeholders
- Support audit, accreditation, and reporting activities as required
- Ensure compliance with relevant legislation and University policies, including privacy, equity, and health and safety
- 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
- 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 Lead Self/Others section of our [Capability Development Framework](#).