

Position Title	Clinic Support Assistant
Group/Portfolio	Griffith Health
Classification	HEW 3
Position Number	00053024
Reports To	Griffith Health Clinics - Team Leader
Employment Type	Fixed Term

1.0 Position Purpose

Under general direction, this position is required to provide professional reception services to patients and visitors of the Clinic, through in-person, telephone and email enquiries, ensuring a high standard of service delivery.

2.0 Eligibility Requirements

- Completion of Year 12 with relevant work experience, or an equivalent combination of relevant skills, knowledge and experience.

3.0 Key Responsibilities

- Provide reception for patients and visitors, and effectively manage phone calls.
- Under direction, establish and maintain routine systems and procedures for dealing effectively with the day to day operations of the Clinic reception area.
- Collect fees and charges for treatment provided, and perform daily banking and reconciliations, in line with University policies and procedures.
- Manage patient bookings and records in the Patient Management System and other relevant databases, ensuring that confidentiality is maintained.
- 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 Leads Self section of our [Capability Development Framework](#).