

Position Title	Student Services Officer – Health, Counselling and Wellbeing
Group/Portfolio	Office of the Deputy Vice Chancellor (Academic)
Classification	HEW Level 4
Position Number	00061463
Reports To	Senior Student Services Officer
Employment Type	Continuing

1.0 Position Purpose

The Student Services Officer – Student Health, Counselling and Wellbeing will be responsible for representing Health and Medical Services as first point of contact for clients, external agencies and employees who use our services and to the University community more generally through publicity, displays, webpage information etc.

This position will be expected to work in collaboration with other Health and Medical, Counselling and Wellbeing Services staff, and visiting health practitioners, to provide administrative support, client bookings, billings and financial reconciliation within the Health and Medical Services and the Counselling and Wellbeing Services of Griffith University.

2.0 Eligibility Requirements

The occupant of this position will hold an experience working in a medical practice with relevant work experience, 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 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.

Maintain compliance with relevant legislation and University policies and procedures, including equity and health and safety and exhibit good practice in relation to same.

Maintain fair, ethical and professional work practices in accordance with the University Code of Conduct.

4.0 Key Capabilities

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](#).