

## Position Description – Clinical Support Officer

Updated 28 March 2023

POSITION DETAILS	
College	College of Nursing and Health Sciences
Organisational Unit	Nursing and Health Sciences
Supervisor	Business Manager, Health2GO
Classification	Higher Education Officer Level 4
Employment Type	Fixed term, Full-Time (available for 12 months)

POSITION SUMMARY
<p>Under general direction, the incumbent will provide technical and administrative support to the Health2GO Clinics run by the University. These clinics include audiology, optometry, physiotherapy, occupational therapy and speech pathology. Duties will include dispensing optical and hearing appliances, working with clinical educators and students to improve processes, managing the referral process, stock handling, appointments, payments, client records and general enquiries. This role will also assist in marketing and promotion of Health2GO clinics to internal and external stakeholders.</p>

UNIVERSITY EXPECTATIONS AND VALUES
<p>All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:</p> <ul style="list-style-type: none"> <li>• demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence and the underlying ethos of being Student Centred;</li> <li>• contribute to the efficient and effective functioning of the team or work unit in order to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisor;</li> <li>• promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity;</li> <li>• perform their responsibilities in a manner which reflects and responds to continuous improvement; and</li> <li>• familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies.</li> </ul> <p><i>Pursuant to Child Safety (Prohibited Persons) Act 2016 (SA) this position has been deemed prescribed. It is an inherent requirement of the position that the successful candidate maintains a current Working With Children Check which is satisfactory to the University.</i></p> <p><i>A valid National Police Certificate which is satisfactory to the University will also be required before the successful applicant can commence in this position.</i></p>

*An up to date COVID-19 vaccination may be required as a condition of employment, in accordance with the Flinders University [COVID-19 Vaccination Policy \(2022\)](#). If required, any offer of employment will be subject to the successful candidate presenting their COVID-19 Digital Certificate as evidence of vaccination or showing evidence of a valid medical exemption, where relevant.*

#### **KEY POSITION RESPONSIBILITIES**

The Clinical Support Officer will provide a range of administrative tasks to support the strategic growth focus of Health2Go.

This will include:

1. Liaising with Clinical Educators regarding all clinic operations, processes and requirements.
2. Assisting with student requirements and liaising over client and appointment queries.
3. Managing the referral and appointment process for the clinics (including reminders and recalls).
4. Providing all appointment information to clients.
5. Managing clinic payments via different payment sources.
6. Managing all client records confidentially and accurate collection, data entry and maintenance of patient information.
7. Assisting with general queries from the public and the University.
8. Assisting with clinic promotion and marketing material.
9. Dispensing of appliances and equipment from any profession operating in Health2GO including physiotherapy, audiology, optometry, speech pathology, occupational therapy and others.
10. Any other responsibilities in line with the level of the role as assigned by the Supervisor and/or the University.

#### **KEY POSITION CAPABILITIES**

- Experience working in either optometry, audiology or allied health services.
- Experience and an interest in supporting student learning across a wide range of clinical services.
- Demonstrated competence with a range of computing software including the Microsoft suite of applications, email, Internet and databases and the ability to produce quality keyboard work.
- Experience in the triaging of medical conditions that may require urgent attention.
- Knowledge across the health care sector and experience working with a range of health care providers.
- Demonstrated ability to work with a range of patients/clients with varying health conditions and needs.
- Demonstrated courteous and professional approach when dealing with the public and an ability to use discretion with confidential and sensitive information.
- Demonstrated effective organisational skills with ability to prioritise and meet deadlines.
- Demonstrated effective written and oral communication skills, including the ability to communicate and liaise with a diverse range of people related to the position.
- Demonstrated consistency and accuracy in undertaking tasks, data entry and maintaining records.
- Previous experience working in a primary health care setting.