

POSITION DESCRIPTION

Position Title:	Team Leader - Clinic Administration
Grading:	AO5
Remuneration:	
Status:	Temporary, Full time (maternity leave cover up to 01/03/2024)
Location:	This position is based at Newington (Note: regular travel to clinics at Fairfield, Penrith and Newcastle is required as well as periodic travel to Dubbo)
Responsible to:	Operations Managers (Metro & Regional) Director Integrated Health Services
Collaborates with:	Rostering & Recruitment Manager Senior Course Coordinator Business Manager
Responsible for:	Clinic Administration Officers (9.0 FTE) AO3 (1.0 FTE)

Our Organisation

Family Planning Australia is the leading provider of reproductive and sexual health services in NSW. As an independent not-for-profit organisation we offer expert clinical care, information and advice for every body in every family as well as education and training and evidence-based research to support doctors, nurses and other professionals.

Family Planning Australia is committed to excellence in meeting the reproductive and sexual health needs of the community. We achieve this by providing best practice, accredited clinical services, enhancing the knowledge and skills of service providers, improving the body of knowledge about reproductive and sexual health through rigorous research and evaluation, and leading international development projects to promote the rights of marginalised people in developing countries.

Position Overview

The Clinic Administration Manager is primarily responsible for leading and managing the clinic administrative teams to provide high quality reception services and administration support to clients, visitors, and staff to facilitate the smooth and effective operations of the clinics.

They work within the multi-disciplinary team in the delivery of services which are safe, effective and client centred.

Selection Criteria

Essential (including qualifications)

- Relevant certificate level qualifications (or higher) in business administration or similar
- Minimum 5 years previous experience in an administration, reception or similar role (preferably in a healthcare environment)
- Minimum 2 years previous experience managing staff, including staff attraction and retention, performance management, staff training and development
- Proven strong interpersonal, negotiation, written and oral communication skills and exceptional customer service skills
- Proven high level analytical and problem-solving skills
- High level computer skills including word processing, spreadsheets and data entry
- High level ability to manage competing demands
- Proven ability to lead, and adapt effectively to, change
- Current NSW driver's license

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Desirable

- Previous experience in use of financial and scheduling software
- Previous experience in utilising electronic medical record systems and client billing systems

Values

- Family Planning NSW is a pro-choice organisation
 - Staff are expected to fully support an individual's right to choose regarding their pregnancy, whether that be parenting, adoption/foster care or abortion.
 - As an abortion service provider, all FPNSW staff are expected to actively participate in the provision of abortion services within the full scope of the role they are appointed to.
 - For this role, that includes leading the clinic admin team in managing client enquiries, booking appointments and completing billing for abortion services.
- Must support the Family Planning NSW values:
 - Human rights focus - promoting the rights of all people to reproductive and sexual health
 - Integrity - maintaining a strong ethical base, being accountable and transparent
 - Inclusiveness - valuing and respecting diversity without judgement
 - Equity of access - ensuring access to our services for all including priority populations
 - Client centred - placing the needs of the whole person at the centre of our work
 - Commitment to excellence - ensuring high standards in all our work
 - A just culture – a balanced accountability for both individuals and the organisation

Other requirements

- A Criminal Record Check is required prior to commencement in this role

Key Responsibilities

Clinic administration

- Oversee the provision of reception and administrative supports at the clinics which anticipates the needs of clients, visitors and staff
- Lead the clinic administration team to deliver high quality services
- Provide high level administrative supports to facilitate the effective operation of the clinics
- Lead quality assurance activities for clinic reception and administrative processes
- Ensure effective implementation of clinic administrative processes and procedures
- Identify administration process gaps, explore process improvement opportunities, and provide input and feedback on system and process changes
- Ensure appropriate coordination and management of clinic administration staff leave and leave cover to maintain sufficient staffing to ensure effective clinic operation
- Lead monthly data collection and quality assurance checks to facilitate the timely generation of monthly clinical management reports
- Assist with collecting data and analysing information to evaluate clinic performance as required
- Organise clinic staff meetings and arrange minute taking roster for administration team
- Lead clinic administrative staff recruitment and training as required
- Provide onboarding, on-the-job training and up-skilling for clinic administrative staff in collaboration with the AO3
- Ensure effective cash handling, reconciliation and banking processes at clinics
- Support on-site ICT updates and enhancements under the direction of the IT team
- Participate in user acceptance tests for IT system upgrades and program changes as required
- Coordinate administration team in supporting maintenance, repair and replacement activities as required
- Participate in facility management and stocktake as required

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- Participate in quality checks and audits in line with the National Safety and Quality Health Standards as required
- Oversee non-clinical consumables and stationery orders for the clinics
- Oversee servicing and maintenance of clinic vehicles
- Oversee management of clinic mail and courier services
- Oversee the organisation of catering for workshops and staff events by administration staff
- Provide clinic reception cover during periods of unplanned leave as required
- Any other duties within the scope of the role as directed

Staff management

- Provide effective leadership for the clinic administration team
- Provide leadership in managing and implementing change and supporting administration staff through change
- Ensure equitable and effective management of administration staff
- Facilitate and maintain effective communication among staff
- Ensure all administration staff participate in the annual performance management process
- Manage the continuing professional development of clinic administration staff
- Ensure adherence to principles of EEO, WHS and anti-discrimination legislation

Financial and resource management

- Maintain appropriate resource allocation, and effective management and administrative practices, in accordance with organisational policies, processes and delegations of FPNSW

Work health and safety

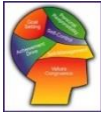




- All employees are responsible to ensure they work in a manner which minimises the risk of injury to themselves, other workers, clients and visitors
- Managers are responsible for ensuring that safe work practices are in place and all employees abide by safety instructions
- Any potential risk should be reported to the employee's manager immediately for investigation and remedy
- Any breaches of safety procedures must be reported through the incident management procedures and any employee found breaching safety requirements will be subject to disciplinary action which may include termination of employment

Safety & quality

- Commit to maintain best practice by adhering to the scope of practice and within administrative role boundaries as defined by Family Planning NSW
- Commit to on-going skill development to update knowledge and enhance skills
- Adhere to Family Planning NSW's defined escalation and delegation policies and systems
- Apply defined guidelines, policies, procedures and protocols applicable to the role
- Adhere to the *Incident Management Policy* to report and escalate any issues
- Commit to share knowledge and provide support and supervision to less experienced staff

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Family Planning NSW Capability Framework

Capability Group	Capability Name	Level Descriptor
Personal Attributes 	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Act with Integrity Be ethical and professional, and adhere to the Family Planning NSW values	Adept
	Manage Self Show drive and motivation, a measured approach and a commitment to learning	Adept
	Value Diversity Show respect for diverse backgrounds, experiences and perspectives	Adept
Relationships 	Communicate Effectively Communicate clearly, actively listen to others and respond with respect	Adept
	Commit to Customer Service Provide customer centric services in line with organisational objectives	Adept
	Work Collaboratively Collaborate with others and value their contribution	Adept
	Influence and Negotiate Gain consensus and commitment from others and resolve issues and conflicts	Adept
Results 	Deliver Results Achieve results through efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability Be responsible for own actions, adhere to legislation and policy and be proactive to address risk	Adept
Business Enablers 	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
	Project Management Understand and apply effective planning, coordination and control methods	Adept
People Management (supervisory roles only) 	Manage and Develop People Engage and motivate staff and develop capability and potential in others	Adept
	Inspire Direction and Purpose Communicate goals, priorities and vision and recognise achievements	Adept
	Optimise Business Outcomes Manage resources effectively and apply sound workforce planning principles	Adept
	Manage Reform and Change Support, promote and champion change, and assist others to engage with change	Adept

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Verification

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

Position holder:

Name:

Signature:

Date:

Supervisor:

Name:

Signature:

Date:
