INSIGHT pbs

Behaviour Support Provider
www.insightpbs.com.au

POSITION DESCRIPTION

Title	Clinical Administrator, Part-Time, Ongoing .8 FTE
Reporting Relationships	Reports to: Clinical Manager Direct Reports: None
Position Purpose	Key responsibility of this role is to support the Clinical Manager with the operations of the Clinical team.
Operating Environment	The Clinical Manager oversees a team of NDIS practitioners over several states with a team of 6 Team Leaders reporting.
Responsibilities	The Clinical Administrator will be responsible for the below items, but not limited to; Administrative Tasks • Maintain and monitor Clinical shared drives. • Manage and triage shared inbox. • Refine and re-format presentations • Support in drafting documents with established processes under guidance of the Clinical Manager. • Complete ad hoc tasks administrative tasks as directed by the Clinical Manager. • Maintain schedules and rosters for Team Meetings and record minutes as directed by Clinical Manager. • Ensure timely reports are provided to the Clinical Manager by stakeholders within the business Communication and Customer Service • Support Clinical Manager in distributing communication to internal and external stakeholders. • Triaging and responding to allocation queries as per pre-established guidelines and escalate feedback received. • Provide administrative support to the clinical allocation process using pre-established procedures under the direction of Clinical Manager.
Team Participation	• Communicate with colleagues and manager to maintain strong relationships that foster a collaborative working style. • Participate in team meetings, commit to Insight PBS values and further develop professionally. • Participate in continuous improvement activities towards better practice and work.

	• Participate in on-the-job training and other learning opportunities to ensure knowledge and skills are current and aligned to the customer experience
Personal Attributes Required:	Skills • Strong computer literacy (Microsoft Office). • Ability to work independently and as part of a team. • Possess excellent interpersonal skills including written and verbal communications skills. • Ability to plan and organise work and perform well with direction and supervision. • Attention to detail and a high level of accuracy. • Able to work to with guidelines and deadlines in a timely manner. Behaviours • Be honest and trustworthy and demonstrate sound work ethics with a particular emphasis on confidentiality. • Calm and logical when dealing with multiple priorities. • Demonstrate a productive, flexible approach to achieving outcomes in a fast paced, commercial environment. • Demonstrate high standards in making a personal contribution to the business and setting an example by way of work quality and positive behaviour Working with Internal Colleagues, Team Manager and or Team Leader • Develop professional relationships with stakeholders to maximise outcomes for clients • Share learning and provide professional training and support to all stakeholders to ensure the overall service is effective and efficient. Education, Training and Experience • Proficient in MS Office – Outlook, Word, Excel • Previous experience using CRMs is desirable but not essential • Previous experience working in a customer service/admin role in the health sector or professional services environment preferred.
Working Relationships	Internal • Colleagues • Administration and Customer Service Manager External • Support coordinator • Participant • Families • Support workers • Allied Health practitioners • Case managers • Others (e.g., GP, Psychiatrist, Dual Diagnosis Specialist)

Workplace Health and Safety (WHS)	• Commit to and comply with Insight PBS policies and procedures around health and safety • Work individually and as part of a team to identity and protect self and others against risks and hazards, work related injuries and illnesses • Be aware of specific WHS work responsibilities and accountabilities
Delegated Authorities	None
Performance Criteria	What are the measures of success/key deliverables? • Appropriately utilising established work processes and procedures to complete administrative tasks. • Timely delivery of administrative tasks and ad hoc requests. • Ensuring communication from the Shared Inbox is timely and triaged or escalated appropriately. • Maintain an up to date calendar and shared inbox. • Achieving accuracy of data entry and record keeping of clinical files, meeting notes and documents. • Utilising established work processes and procedures to alleviate administrative tasks from the Clinical Manager.