

## POSITION DESCRIPTION

Business unit:	Allied Health Services
Position title:	Practice Administrator - Townsville
Position classification / level:	AO4.1
Employment type:	Permanent full-time
Reporting to:	Head of Allied Health Services
Date position reviewed:	November 2021

### About SALDA

Speech and Language Development Australia (SALDA) is the nation's peak body supporting and advocating for the needs of children and young people with speech, language and related disorders. For over 40 years our not-for-profit organisation has developed a unique, multidisciplinary approach to helping children and young people with Language Disorder to find their voice.

When people have a voice their thoughts, feelings and aspirations are recognised by others. They possess the capacity to make an impact, both on their own personal situation as well as the broader community, through their actions and words.

SALDA provides a range of services including The Glenleighden School, School Support Services, Allied Health Assessment and Therapy Services, Professional Learning, and Research and Advocacy.

### SALDA' Vision, Mission and Values

Our vision is to be the leader in ensuring extraordinary outcomes, beyond what anyone imagined possible, for children and young people with Language Disorder.

Our mission is to educate, support and advocate for children and young people with Language Disorder, enabling them to find their voice.

Service – We put the interests of others above our own and actively seek out opportunities to help.

Passion – We love what we do and show this through our enthusiasm, energy and positive mindset.

Excellence – We have high expectations of ourselves and each other, and continually strive to be better tomorrow than we were today.

Accountability – We accept responsibility, do what is expected of us and are answerable to each other.

Kindness – We are friendly, generous and considerate in everything we do.

Empowerment – We deliberately enable others, develop their agency and voice, and are committed to their success.

Respect – We show through our everyday actions that we value others as unique individuals, entitled to our high regard and dignity, honouring their difference and contribution.

### **Position summary**

The Practice Administrator is responsible for effectively and efficiently managing the Townsville clinic. As the first point of contact for our clients (partners), the Practice Administrator will display superior customer service skills while providing oversight to the premises and their administrative operations.

### **Main duties and responsibilities**

The main duties and responsibilities of the position include, but are not limited to:

- Manage the day-to-day operations of SALDA's Townsville clinic.
- Provide oversight of the premises to ensure smooth operations and that any concerns are addressed immediately.
- Ensure the clinic is presented and maintained to a high standard.
- Present a professional, well-spoken reception service.
- Provide relational and exceptional client service at all times.
- Manage and support collation and dissemination of NDIS documentation such service agreements.
- Track SALDA clients NDIS plan dates, to ensure timely provision of reports and documentation.
- Generate reports and surveys as requested by the Head of Allied Health Services.
- Manage the administrative elements of SALDA's NDIS portal.
- Ensure operational efficiencies while supporting the Head of Allied Health Services and allied health therapists as required.
- Manage bookings, cancellations, payments, invoicing and the client database.
- Manage inbound and outbound calls in a timely manner.
- Complete initial telephone screening interview to gather an understanding of the clients needs.
- Provide induction to new staff in administrative processes such as use of the Practice Management system
- Build sustainable relationships with SALDA partner's and stakeholders.
- Support clinic marketing activities.

### **Qualifications, knowledge, skills and experience**

**Essential:**

- A minimum of two years' experience in a similar role.
- Exceptional personal presentation and communication skills.
- IT and Systems experience.
- Advanced customer service skills.

**Knowledge, skills and experience**

**Essential:**

- Exceptional personal presentation, representation and communication skills.
- Advanced customer service skills.
- Calmness of personality and communication style.
- Strong organisational skills with high levels of accuracy and attention to detail.
- Knowledge of and experience in NDIS processes and procedures.
- Strength in building relationships in a growing business.
- Passion, drive, interpersonal and management skills.
- Ability to multi-task, set priorities and manage time effectively.
- Demonstrated IT skills and systems experience.

**Mandatory Requirements**

- A current Blue Card or Exemption Card (working with children check) or other acceptable evidence.
- Driver's License.
- First Aid Certificate.
- Full Covid vaccinations.

**Working Relationships**

- The Practice Administrator will report to the Head of Allied Health Services.
- The Practice Administrator will work closely with the allied health services team.
- The Practice Administrator will build positive relationships with corporate and other staff throughout the organisation, as well as with schools and other key contacts across Queensland.