

<b>Position title</b>	Clinical Services Administration
<b>Employee name</b>	Vacant
<b>Department/Service</b>	Clinical Services
<b>Location</b>	Thurgoona
<b>Position reports to</b>	Executive Leader Clinical Services
<b>Positions reporting to this role</b>	N/A
<b>Financial delegation</b>	N/A
<b>Budget accountability</b>	N/A
<b>Employment basis</b>	Full-time

<b>Work Environment (e.g. Office based, Residential based, Community based)</b>
<p>The Clinical Services Administration Support role is based in Thurgoona at the Mercy Connect Corporate Office.</p> <p>The role is primarily office based with regular use of phone and email. Using a computer while sitting for extended periods is common.</p> <p>No heavy lifting is expected, though occasional exertion may be required to move items such as documentation and archiving boxes.</p>

<b>Mercy Connect Values</b>	
Compassion	Supporting and listening with kindness and understanding
Hospitality	Welcoming each other with openness and a smile
Respect	Accepting and treating each other with integrity
Innovation	Seeing opportunities and creating new solutions
Teamwork	Working together with a shared view of success
Accountability	Choosing courage and taking ownership of our actions

<b>Role Purpose</b>	The Clinical Services Administrator is responsible for providing high quality administrative and plan implementation support to clinical services team. The role will work flexibly across the Behaviour Support and Quality & Safeguards teams to assist in providing effective services to Mercy Connect participants
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	and ensure regulatory and compliance requirements are achieved within this service delivery area.
<b>Key Selection Criteria</b> <b>Essential</b>	<ul style="list-style-type: none"> <li>Experienced with a high-volume caseload of administrative responsibilities.</li> <li>Strong attention to detail and exceptional organisational skills.</li> <li>Ability to work under pressure, prioritise and achieve goals and commitment to meeting deadlines.</li> <li>Exhibit adaptability, resilience, transparency, trustworthiness and a collaborative approach.</li> <li>Understanding of the NDIS and how it relates to behaviour support.</li> <li>An ability to work collaboratively and positively with individuals with a disability and their carers.</li> </ul>
<b>Qualifications and experience</b>	<ul style="list-style-type: none"> <li>Sound skills in Office 365 and associated software.</li> <li>Some experience in behaviour support or individuals with disabilities(desirable).</li> <li>Working in an NDIS environment (preferable).</li> </ul>
<b>Other requirements of the role (e.g. licenses, professional memberships, registrations)</b>	<ul style="list-style-type: none"> <li>Some out of normal office hours work may be required.</li> <li>Current valid drivers' licence</li> <li>NDIS Worker Screening Check</li> <li>WWCC</li> <li>NDIS Worker Orientation Module</li> <li>Completion of other mandatory internal training</li> </ul>

### Role Priorities

<b>Role Priority 1:</b>	Work collaboratively with clinical services teams to undertake a range of administrative responsibilities.	
<b>Behavioural Guidelines</b>	<b>Evidence (KPI)</b>	
Assist the Behaviour Support Lead and Executive Leader Clinical Services in compliance with all related regulatory and legislative requirements.	Behaviour support plans being implemented by Mercy Connect staff are accepted to enable monthly restrictive practice reporting.  Practitioner allocation list and Plan Expiry spreadsheet are updated and current.  Online portals are up to date with required information.  Data is collated to assist in the assessment process.	
Update and maintain currency of clinical forms, folders and other related information as required.	SharePoint and other information storage systems are organised in a logical manner and contains current documents.	
Submit and update applicable behaviour support information into relevant online portals to meet State and Federal requirements.		

Assist in data collection in relation to participant behaviour and implementation of support plans.	
Ensure relevant spreadsheets and individual files are current with required clinical information.	

<b>Role Priority 2:</b> Ensure compliance with Mercy Connect's Positive Behaviour Support and Eliminating Restrictive Practices Policy by overseeing all aspects restrictive practice authorisation and reporting requirements.	
Behavioural Guidelines	Evidence (KPI)
Prepare restrictive practice submissions in online portals in accordance with State requirements.	Restrictive Practice submissions contain all relevant information and evidence required for panel review.  Restrictive Practice Authorisation Panels are scheduled in accordance with need.  DCJ Independent Specialists are assigned to panels within required timeframes.  Submissions and reviews are finalised in the online portal as soon as practicable.  Weekly and monthly restrictive practice reporting is completed according to State and Federal requirements.
Coordinate restrictive practices panels and ensure all stakeholders are sent relevant information.	
Complete post restrictive panel requirements to ensure timely authorisation of restrictive practices.	
Monitor restrictive practice portal to ensure submissions and reviews are actioned before expiration.	
Monitor reporting for all authorised and unauthorised restrictive practices,	
Establish positive relationships with DCJ Restricted Practices team and Independent Specialists as required to facilitate effective restrictive practice authorisation mechanisms.	

<b>Role Priority 3:</b> Support the Behaviour Support Team in the implementation of positive behaviour support plans.	
Behavioural Guidelines	Evidence (KPI)
Develop behaviour support resources under direction of practitioners.	Behaviour support resources are developed to a high standard.

Support direct support staff in the implementation of resources and behaviour support strategies.	Staff are supported to increase their confidence in implementing behaviour support plans.
Use relevant software programs / Applications to develop behaviour support resources.	Proficient use of relevant software and applications related to development of resources.

<b>Role Priority 4:</b> Facilitate quarterly psychiatric clinics that are person-centred, efficient and equitable, enabling Participants to access specialist services which meets their needs.	
Behavioural Guidelines	Evidence (KPI)
Receive referrals and coordinate required information and consents for the psychiatric clinic.	All information for clinics is received and collated.  Referrals are managed according to priority.
In consultation with the Behaviour Support Lead, triage referrals according to priority.	Participant invoices are processed, and payment received prior to clinics.  Receipts are available for participants at the time of their appointment.
Prepare Request for Invoices form for processing by the Finance Team and disseminate receipts for services provided.	The clinic rooms are tidy with relevant equipment and information prepared and ready.
Ensure clinic area and resources are available in preparation for each clinic.	Each clinic is managed to ensure a smooth and efficient service is received.
Support the daily running of clinics (e.g. manage waiting participants, takes weights).	Psychiatrist reports are disseminated within 2 business days and other post-clinic administrative activities are completed within 5 business days.
Manage other administrative tasks associated with the effective implementation of the clinics. This includes, but is not limited to, updating participant appointment spreadsheet, disseminating reports, booking future appointments and assisting to facilitate processing of payment to psychiatrist.	

<b>Role Priority 5:</b> Foster positive business partnerships through the provision of solution focused support to all stakeholders.	
Behavioural Guidelines	Evidence (KPI)
Contribute to the delivery of relevant projects and support impacted staff throughout each stage of the project, providing them with a positive change management experience.	Strong communication skills demonstrated.  Assist with other reporting and projects as requested.
Build trusting relationships with all levels of staff.	Solutions delivered within agreed timeframes.  Active contribution to team goals, providing guidance and input as expected.
Promote collaborative behaviours within the Clinical and broader Mercy Connect teams.	Demonstration of Mercy Connect values.  Management and peer feedback.

I acknowledge that:

Statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive

I have read, understood and accepted the above position description and associated attachments.

Employee signature:

Print name:

Date:

Line Manager:

Print name:

Date: