

## Position Description – *Sleep Health Administration Assistant*

Updated 16 June 2026

| POSITION DETAILS    |                                               |
|---------------------|-----------------------------------------------|
| College/Portfolio   | College Medicine and Public Health            |
| Organisational Unit | FHMRI Sleep Health/AISH Sleep Health Clinic   |
| Supervisor (Title)  | Clinical Research Manager, FHMRI Sleep Health |
| Classification      | Higher Education Officer Level 4              |
| Employment Type     | Fixed term, part-time (0.50 FTE), 12 months   |

| POSITION SUMMARY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| <p>FHMRI Sleep Health conducts world-leading transdisciplinary research to advance knowledge of sleep, sleep disorders and develop new treatments to improve sleep and is situated within the College of Medicine and Public Health. It also provides a clinical research service for the treatment of a variety of sleep health conditions.</p> <p>Under routine to general direction, this Administration Assistant will work within FHMRI Sleep Health – AISH Sleep Health Clinic to efficiently support the clinical research team with day to day administration and the provision of high-quality, confidential clinical sleep services and research to patients referred for sleep services (psychology, sleep physician, sleep dentist and/or Ear Nose and Throat surgeon).</p> |

| UNIVERSITY EXPECTATIONS AND VALUES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <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>Flinders University is committed to providing a safe, respectful and inclusive environment, free from gender based violence. Appointment to this role is conditional on the completion of required pre employment checks and declarations, each of which must be satisfactory to the University. This includes a Gender Based Violence declaration, in accordance with the National Higher Education Code to Prevent and Respond to Gender Based Violence (2025), and a Nationally Coordinated Criminal History Check.</i></p> |

*Staff working in a health care setting are strongly recommended to be fully vaccinated against COVID in line with the SA Health policy.*

*In addition, it is a requirement of this position that the incumbent maintain a current Working With Children Check which is satisfactory to the University in accordance with the Child Safety (Prohibited Persons) Act 2016 (SA).*

#### **KEY POSITION RESPONSIBILITIES**

The Clinic Administration Assistant is accountable for:

1. Providing high quality administrative support to the academic, professional and research staff of FHMRI Sleep Health – AISH Sleep Health Clinic.
2. Coordinating patient administration processes, including appointment scheduling, referral management, waitlist management and patient communications to support efficient clinic operations for a multidisciplinary clinical research team.
3. Maintaining accurate and confidential clinical, research and administrative records and data in accordance with University, legislative and professional requirements.
4. Providing high-quality customer service to patients, clinicians, researchers, referrers and external stakeholders by responding to enquiries and resolving routine issues.
5. Providing administrative support for clinical service delivery and research through the preparation of documentation, correspondence, reports, and clinic resources.
6. Assisting with financial and operational administration activities, including invoicing, payment processing and reconciliation processes using Halaxy, EFTPOS and Medicare.
7. Supporting the coordination of research participant workflows, including participant communications, screening, scheduling and study administration activities in accordance with approved protocols.
8. Contributing to the continuous improvement of clinic systems, procedures and workflows to enhance service quality and operational efficiency. including, but not limited to, website pages, newsletters, correspondence, agendas and minutes.
9. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

#### **KEY POSITION CAPABILITIES**

- Completion of a diploma level qualification or Certificate IV with relevant work experience or an equivalent combination of relevant experience and /or education/training.
- Demonstrated experience in clinical administration, including patient-facing services, appointment coordination, referral management and the maintenance of confidential health records.
- Demonstrated experience supporting administrative processes within a healthcare, research or university environment.
- Highly developed organisational and time management skills, including the ability to manage competing priorities, coordinate multiple workflows and maintain accuracy.
- Demonstrated ability to work effectively, proactively solve problems and support a multidisciplinary team.
- Demonstrated ability to communicate effectively, in writing and orally, with a wide range of people.
- Capacity to handle confidential information ethically, securely and professionally, including research results, and communications with internal and external stakeholders.
- *Demonstrated experience using practice management software and Medicare billing knowledge (desirable).*