Allied Health Practice Coordinator Position Description

POSITION TITLE	Allied Health Practice Coordinator
DEPARTMENT / INDUSTRY	Health Services
AWARD / AGREEMENT	Health Professionals and Support Services Award
CLASSIFICATION / GRADE	TBC

About YMCA South Australia

"We work together from a base of Christian values to provide opportunities for all people to grow in body mind and spirit" (our mission).

YMCA South Australia is an accredited social enterprise, non-profit, and locally governed leader in our sector, serving the South Australian community for more than 175 years. With more than 1,200 like-minded colleagues (and growing), we deliver programs and services across the state in settings including schools and early learning centres, community recreation centres, swimming pools, gymnastics centres, allied health services, health and fitness facilities, community centres, camps and youth services.

Our aim is to develop the whole person, helping all South Australians connect with a better life. Not only their physical fitness and capabilities, but also their sense of identity, purpose, hope and dignity; psychological health; resilience; social connectedness; lifelong learning; and their own contribution back into the community. All the elements that together constitute a full, healthy, productive, and satisfying life. We bring all of this together through an integrated social impact framework, so our efforts add up to something greater than any single program.

As a preferred employer, we invest in our people as much as we invest in our community.

Our vision (FY27-30) is **"Whole people. Strong communities. South Australia flourishing."**

The Y Factor

YMCA South Australia's culture is characterised by what we call "the Y Factor" – **"genuine care for the whole person, for every person."** This ethos runs deep at the Y, being evident in our rich history of positive change around the world. This kind of authentic concern for others opens the opportunity for deeper and more profound impact – both on the community's wellbeing and our own as staff and volunteers. The YMCA is an environment in which everyone is to be recognised and appreciated as the unique and inherently valuable person they are. A place in which every person can "grow in body, mind and spirit".

For further information regarding YMCA South Australia, please visit www.sa.ymca.org.au.

Position Summary and Requirements

"As a member of staff at YMCA South Australia, this position requires you to work as part of a team committed to goals and mission that actively fosters community participation and involvement."

The Allied Health Practice Coordinator (Practice Coordinator) will lead the day-to-day operations of a growing multi-disciplinary, multi-site allied health service and foster the 'culture of care' that YMCA Allied Health upholds.

The Practice Coordinator will oversee operations and administration across all YMCA Allied Health services, leading by example in serving clients & assisting clinicians via administrative tasks, ensuring accurate record keeping and liaising with local health organisations such as medical clinics. The Practice Coordinator will also train and support the Allied Health reception team across sites, so that patients receive a consistent standard of service at every location.

Reporting to and liaising closely with the Head of Health Services and based primarily at either The Parks Recreation & Sports Centre or the Marion Leisure & Fitness Centre, the Practice Coordinator will be responsible for the overall operation of reception across sites; ensuring friendly and efficient health services are provided for patients and facilitating effective communication between staff, community members and local health organisations. The Practice Coordinator will be proficient in using practice management software, managing documents (including medical records), and will value excellent workplace performance.

The Practice Coordinator will support the team of health practitioners in providing high quality, contemporary, client-centred care. The role includes assisting YMCA SA's Health Services achieve targets, improve service delivery, enhance operational effectiveness and coordinate an exceptional client experience.

The YMCA's goal is to introduce an innovative new approach that is truly purpose-driven, client-centred, multi-disciplinary, holistic and community-engaged, with services across multiple locations.

Areas of accountability	Key duties

Aquatic Operations	• Lead and manage the Allied Health practice across all clinical, client and operational aspects of:
	  ○ service delivery coordination
	  ○ clinician bookings
	  ○ compliance and reporting
	• Provide all clients with the highest possible level of service
	• Accept client bookings in person, over the telephone or digitally (email & online bookings)
	• Co-ordinate referrals with GP clinics and clients
	• Perform clerical tasks related to maintaining the operation of the allied health reception

	• Immediately respond to customers' needs or concerns to ensure the quality of service meets agreed standards • Work collaboratively with all members of the team to ensure accurate information is provided to clients • Actively promote programs and allied health services across multiple locations • Manage practice management software (Eg Cliniko) • Manage invoicing and account reconciliation for private clients and various funding schemes (Eg Medicare, NDIS, DVA, RTWSA, CTP) • Process private health insurance payments through HICAPS • Manage clinician rosters in a manner that effectively: • matches client/community demand with clinicians' skills, interests and facility availability o manages workflows o ensures quality service delivery • Establish and continuously improve the structures, policies, processes, practices and systems needed to enable highly professional and effective service to clients • Maintain a high-quality system of client management • Develop effective collegial, collaborative relationships with all other YMCA of SA functions, external partners and regulatory bodies • Train, onboard and support Allied Health reception staff across all sites, ensuring a consistent standard of service and accurate use of practice management software, billing and HICAPS processes • Maintain up-to-date reception procedures and training resources for the Allied Health team • Perform other reception duties and comply with reasonable directions.
Safety, quality, process and risk management	• Develop, implement and oversee the policies and procedures in relation to the Allied Health Practice • Lead quality improvement processes • Maintain patient and organisational confidentiality at all times
Compliance	• Ensure that the work of all allied health services teams is compliant with all external and internal requirements. This includes, but is not limited to: o any statutory requirements o NDIS, Medicare, PHI, DVA or WorkSafe standards and regulations o Y Australia licensing standards, incl. National Safeguarding Standards o YMCA South Australia's organisational policies and procedures

Key Relationships

Reporting to:	• Head of Health Services

Direct Reports:	• On-site health receptionists
Key Internal Relationships:	• Allied Health Practitioners • Finance Team • The Parks Recreation & Sports Centre staff
Key External Relationships:	• GP Clinics • Medicare/DVA • Practice Management Software Providers (Cliniko/Tyro Health) • RTWSA case managers • NDIS plan managers and support coordinators
Safeguarding Category	• Non Child-Facing Role

Selection Criteria

Qualifications and Licences – Essential

- National Police Check (NPC) (must be within 6 months of issue date)
- International police check (for applicants who have worked overseas in the last 5 years)
- DHS South Australian Employment Working with Children Check (WWCC)
- HLTAID009 Provide CPR

Knowledge and Experience – Essential

- Experience coordinating the day-to-day operation of a multi-disciplinary health or allied health practice, ideally across more than one site
- Excellent communication and organisation skills, including professional telephone/email etiquette and the ability to manage competing priorities
- Professional services experience, preferably in the health industry (e.g. medical receptionist or similar), including billing for funding types such as Medicare, NDIS, DVA and workers' compensation
- Ability to manage bookings, billing and invoicing accurately across multiple funding types using practice management software
- Experience with clinical practice management software (such as Cliniko) and with HICAPS
- Knowledge of computer systems, e.g. Microsoft Office (Outlook, Word and Excel)
- Sound understanding of the Australian health care system and relevant legislation
- Understanding of confidentiality and privacy obligations when handling personal and health information

Knowledge and Experience – Desirable

- Experience training, mentoring or leading reception or administration staff
- Demonstrate problem solving skills
- Allied Health specific software for client reports and accounting

- Sound understanding of disability services and the NDIS

Ability to analyse data in improving service delivery, wellbeing outcomes and practice performance

Personal Attributes

- Demonstrates a commitment to the YMCA's mission and can role-model the "Y Factor" to others.
- Creates a fun and exciting work atmosphere that is hardworking, and goal orientated.
- Demonstrated ability to work effectively both independently and as part of a team.
- Creates a welcoming atmosphere by engaging all people in a friendly and approachable manner.
- Works as part of a team and shows professionalism.
- Punctual in both attendance on shift and attendance at staff meetings.
- Promptly responds to customers' needs or concerns.
- Recognises and acts on the need for support and will accept and delegate responsibility when required.
- Models, demonstrates, and teaches positive values like caring, honesty, respect, and responsibility.
- Maintains high standards of presentation and personal grooming.

Safeguarding Children and Young People

For young people to be inspired, they must Feel Safe and Be Safe. As part of our Safeguarding Strategy at the Y, we have developed our Safeguarding Framework which aspires to ensure that all Children and Young People are safe and feel safe at the Y, in their families and in their communities.

Our Safeguarding Framework aims to develop:

- A safe culture nationally which empowers Children and Young People by promoting Children and Young Person focused leadership and governance.
- Safe operations to ensure Y People have the right policies, processes and practices to keep Children and Young People safe; and
- Safe environments at the Y and in communities which empower Children and Young People to thrive.

All Y People are integral to ensuring the implementation of our Safeguarding Framework across the Y. Y People in Direct Contact Roles will do this by:

- Upholding the rights of and always acting in the best interest of Children and Young People.
- Fulfilling your responsibilities under safeguarding legislation within your State, including declaring anything you become aware of through the course of your engagement with the Y which a reasonable person would consider could impede your suitability to have contact with Children and Young People.

- Supporting your colleagues, supervisors and/or direct reports to understand their responsibilities under safeguarding legislation.
- Participate in all required Safeguarding Children and Young People training for your role.
- Report any suspicions, concerns, allegations or disclosures of alleged child abuse or neglect in line with policies and procedures.
- Actively participate and contribute to continuous improvement of Safeguarding policies, procedures and practices.
- Maintaining appropriate vetting checks including, but not limited to, Working with Children Checks (or equivalent), National Police Check and International Police Check (as required).
- Support the facilitation of safe operations to ensure Y people have the right policies, processes, and practices to keep children and young people safe.
- Speaking up about any safeguarding risks and/or concerns to ensure that you are supporting the continuous improvement of our spaces and safeguarding practice.
- Complete appropriately detailed risk assessments to address any vulnerabilities to children and young people as required.
- Empower all children and Young People to have a voice particularly in matters that affect them.
- Actively educate, promote and advocate the protection and safety to all children and young people, families and their communities.

Work Health and Safety

You will be required to:

- Familiarise yourself with all policies, procedures, and work practices of YMCA South Australia.
- Maintain currency of knowledge in relation to work health and safety.
- Maintain a working knowledge and understanding of your centre's Emergency Action Plan.
- Take responsibility for your own health and safety and the safety of the work environment.
- Ensure that your actions and omissions do not adversely affect the health and safety of other persons.
- Comply with all reasonable instructions in relation to work health and safety, including YMCA South Australia's policies and procedures as amended from time to time.
- Assist YMCA South Australia to provide an inclusive workplace by adhering to YMCA South Australia's Access and Inclusion Policy and applicable equal opportunity laws as amended from time to time.
- Inform your manager of any issues or concerns that may affect your ability to perform your role safely.
- Promote a positive safety culture by contributing to the health and safety consultation, communication, and action.
- Respond to plant and building emergencies and act as chief warden in an emergency evacuating the Centre if required.

Approval of Position Description

Date created or revised:	3 November 2026
Approved by:	Kym Siddons, Head of Health Services

Acknowledgement of Incumbent

I acknowledge that I have read and understood the requirements of this position.

Name:	
Signature:	
Date:	