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|  | Referee Report |

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| **Date:** | 28 July 2022 |
| **Name of Applicant:** | Maryclaire Tryon |
| **Advertised Position:** | SENIOR SCHOOL ADMINISTRATOR |
| **College/Division/Centre:** | John Curtin School of Medical Research |
| **Name of Referee:** | Dr Robert Schmidli FRACP, PhD |
| **Referee Work Location:** | John James Medical Centre, Deakin |

# Introduction

Thank you for your time and assistance in completing this report. You are invited to comment on those areas where you have knowledge of the applicant. Your report will be treated with utmost confidentiality, although in accordance with the Freedom of Information Act, a précis of your report can be made available to the applicant on request. You are encouraged to provide the applicant with a copy of this report. Referees should be aware that any negative comment contained in referee reports, which is likely to influence the assessment, may be explored (in a non-attributable fashion) with the applicant.

# Position Details

Please refer to the Position Description for details of the position for which the applicant has applied.

# The Working Relationship with the Applicant

**1. What is/was the working relationship between you and the applicant?**

Practice manager of small specialist medical practice. I am the owner. She has worked in our practice for over 20 years

**2. What work does/did the applicant perform under your supervision/observation?**

Manager of specialist medical practice with (currently) 5 specialists and 3 clerical staff

Initial establishment of practice in 2000, with another clinician. Introduced practice management software and practice operating procedures

Greeting patients, booking appointments, outpatient and inpatient billing

Typing and sending our correspondence

Supervision of other practice staff, rostering, performance appraisal

Maintenance, upgrade and troubleshooting of practice software

Quality improvement, implementation (eg. introduction of voice recognition software)

Staff recruitment

Ordering of stationery, software, office equipment

**4. How would you describe the applicant’s work performance?**

Mary-Claire’s work performance has been excellent. She has handled all aspects of her work effortlessly. She has outstanding interpersonal skills and is able to cope with difficult issues

**5. What amount of supervision was required?**

Mary-Claire has been able to function fully independently in our practice. She has always consulted appropriately with me and the other clinicians when necessary

# Questions in Relation to Selection Criteria

Please provide your views on the knowledge, experience and performance of the applicant in relation to the selection criteria and provide a rating using the University’s Rating Scale (see attachment 1).

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| **Criterion 1:** | Degree and/or demonstrated extensive experience in an administrative role. Experience in finance, student administration or human resources will be highly regarded. |
| **Referee’s Rating:** | 2 |
| **Referee’s Comments:** Highly experienced in administrative role, excellent interpersonal skills and HR ability. Experienced in managing finances of specialist medical practice over many years. | |

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| **Criterion 2:** | Demonstrated high level customer service and communication skills with experience producing business correspondence, reports and meeting papers and an ability to liaise effectively with stakeholders in a culturally diverse environment. |
| **Referee’s Rating:** | 1 |
| **Referee’s Comments:** Outstanding written and verbal communication skills with patients and staff | |

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| **Criterion 3:** | Demonstrated analytical and problem-solving skills, with a proven ability to collect and analyse data and to make recommendations on alternative solutions to senior management. |
| **Referee’s Rating:** | 2 |
| **Referee’s Comments:** Excellent problem-solving skills | |

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| **Criterion 4:** | Proven organisational skills and ability to prioritise own workload and to work effectively both  independently and as part of a team, meeting deadlines and delivering high quality outcomes. |
| **Referee’s Rating:** | 1 |
| **Referee’s Comments:** Has coped very well with pressure and deadlines in an often very busy practice | |

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| **Criterion 5:** | Highly developed computer skills, including proficiency using the MsOffice suite and experience with online data management platforms and website maintenance. |
| **Referee’s Rating:** | 2 |
| **Referee’s Comments:** Fully competent with MS Office, experienced with clinical software including scheduling, billing and medical data. Experienced in online data management such as Medicare, Veteran’s Affairs. Has dealt with changes in Government policies and procedures without supervision. | |

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| **Criterion 6:** | A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a University context. |
| **Referee’s Rating:** | 1 |
| **Referee’s Comments:** Has a sound understanding of equal opportunity principles. Able to deal with culturally and sexually diverse patients of the practice. | |

#### General Questions

6. What do you consider to be the main strengths of the applicant?

Outstanding interpersonal skills and ability to deal with difficult issues

Very experienced in a wide range of activities in the practice

Ability to work without supervision but able to consult appropriately

**7. Describe the candidate’s ability to set priorities, follow through and take initiative.**

Has been able to cope with a very busy workload, without running over time

Able to take initiative when new issues arise

8. What are the applicant’s main areas for development/training needs?

Maryclaire has been able to largely train herself when new duties are required (eg. new duties required when a surgeon joined our practice arranging theatre lists, inpatient billing)

9. How has the candidate responded when communicated to about areas of growth and development?

I have not had to discuss areas of growth and development, as she has been largely self-motivated

10. Given the breadth of this role, which in a large portion also includes some basic administrative work (i.e. printer, stationery & office supply management as well as data entry), in your experience in working with the candidate, how do you see the candidate performing such tasks.

Very well. Current position has involved all of these tasks.

11. As this position has no direct reports but shares responsibility with a second Senior School Administrator, how do you feel the candidate perform in this situation?

Very well. Is very capable of working independently with minimal supervision. Excellent teamwork skills

12. How does the candidate respond to criticism and resolving interpersonal conflicts?

Is able to deal tactfully with difficult Issues with patients, other office staff and senior clinicians. Is not afraid to deal with difficult issues and is willing to speak her mind.

#### Summary and Comments

13. Overall, how would you rate the suitability of the applicant to perform the duties of this position?

I believe the Maryclaire would be very suitable for this role and has many years of experience in an administrative role and office environment

**Referee Signature - Written Report**

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| **Signature:** |  | **Date:** | 29/07/2022 |
| Printed Name: | Robert Schmidli | | |

**Selection Committee Member Signature - Oral Report**

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| **Signature:** |  | **Date:** |  |
| Printed Name: |  | **Uni ID:** |  |

#### Rating Scale – Attachment 1

**Please rank each criterion using the following rating scale:**

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| **Scale** | **Description** | **Indicators of Performance** |
| 1 | **Excellent**  The applicant possesses exceptionally well developed & relevant skills & abilities, and the appropriate personal qualities in relation to this criterion, and their performance is outstanding.  (To be used only in cases where exceptional skills have been demonstrated) | Is able to perform at high level without direct supervision for one or more of the following reasons:   * excellent job knowledge * exceptionally reliable * considerable demonstrated ability in problem solving and the application of change.   Appears to instinctively and effectively deal with all matters relating to the position. |
| **2** | **Fully Competent**  The applicant possesses highly developed and relevant skills and abilities, and would perform consistently well against this criterion. | Would require little supervision to achieve good results, for one or more of the following reasons:   * would be reliable and responsible * well developed(sound) job knowledge * would be able to suggest and initiate improvements * would be well able to deal with all of the routine and most of the complex matters relating to the position. |
| **3** | **Competent**  The applicant possesses relevant skills, abilities and personal qualities and would be generally effective against this criterion. | Would require routine supervision to perform at an acceptable level for one or more of the following reasons:   * reasonable/good job knowledge * makes few errors * generally reliable * would require guidance for more complex situations * could carry responsibility but would not seek it * could deal with all routine matters involving the position. |
| **4** | **Requires Development**  The applicant possesses some skills, abilities and personal qualities relevant to the criterion, but is limited on others.  Would be able to temporarily perform the duties with close supervision but would require further training and development to meet the standard required against this criterion. | Would require close supervision to perform at an acceptable level for one or more of the following reasons:   * only basic/general job knowledge * could follow directions but would require frequent checking-follow-up * could deal with most routine matters involving the position * inconsistency with work performance. |
| **5** | **Unsatisfactory (Below Standard)**  The applicant is unable to demonstrate that they possess the adequate skills, abilities and personal qualities.  They would not be suitable to perform the duties even on a temporary basis. | Would be unable to perform the duties and require constant supervision for one or more of the following reasons:   * limited job knowledge * makes frequent error * poor work output * would have difficulty carrying responsibility or solving problems * would have difficulty dealing with routine matters involving the position. |