

## POSITION DESCRIPTION:

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### SECTION A: POSITION CONTEXT

<b>Position Title</b>	<b>Administration Support Officer</b>
<b>Position Reference</b>	<b>14051</b>
<b>Position Type</b>	Full-time, 38 hours per week, fixed term contract until June 2017, with provision for early termination
<b>Service/Department</b>	headspace Greensborough
<b>Area/Division/State</b>	North West Youth & Dual Disability Services
<b>Effective Date</b>	November 2015

#### Position Purpose:

To provide high level reception and administrative support to all members of the headspace centre team in order to facilitate a high level of care for young people who access the headspace centre.

The Administration Support Officer is generally the first point of contact with the public.

The Administration Support Officer is part of the headspace centre team and works to provide professional and confidential administration services to support effective service delivery and day-to-day functioning. The Administration Support officer is essential to ensuring the service is perceived by young people as accessible, youth friendly and welcoming. With a focus on client service and experience, the incumbent will provide high level support to enable the delivery of frontline care services by ensuring the coordination and service-wide application of systems to support the work of a multidisciplinary team.

#### Information on Mind and headspace :

Mind is a leading provider of community managed mental health services in Victoria, South Australia and Queensland. Mind works with people who experience mental health difficulties to help them live connected, productive and satisfying lives, with or without symptoms. Mind's vision: Recovery the norm - Inclusion the reality.

At Mind, we recognise that having safe and affordable housing, getting a job and building trusting and supportive relationships are integral elements of the recovery journey, and essential to maintaining good mental health.

Mind offers a diverse range of services including recovery oriented individual and family services, transition from acute settings to community support, residential rehabilitation services for young people and adults, housing support, respite services, volunteer and mentor programs, information and referral and care coordination services. It also offers specialist services including those designed specifically for people with mental ill-health and intellectual disability in addition to, recreational and arts and family strengthening programs.

Mind's service approach is grounded in consumer and family/carer focused recovery practices and based on the following values:

1. Consumer Focus - We value clients taking charge of their recovery and giving guidance to Mind supporting that recovery.
2. Making a difference - We are committed to action for social justice, respect for people's rights and to fostering the inclusion of Mind clients in community life.
3. Integrity - We value honesty and accountability in our relationships with consumers, carers and families, staff and other Mind stakeholders.
4. Hope - We value hope, courage and perseverance, knowing that people do recover from their mental health challenges.
5. Creativity and Innovation - We value the development of new ideas and work practices that continually improve our capability to provide excellent services.

In line with these values, our people work collaboratively with consumers, their families and carers, and other service agencies and professionals in supporting our clients on their recovery journey.

Mind is an open, collegiate human service organisation which offers challenging, fulfilling work opportunities. It has a strong commitment to staff training and development. Mind's diverse suite of services presents staff with significant opportunities for ongoing learning and professional development, in addition to flexible work conditions. Mind is a great place to work.

**For more information about Mind, please visit [www.mindaustralia.org.au](http://www.mindaustralia.org.au)**

#### **headspace – The National Youth Mental Health Foundation**

**headspace** is funded by the Australian Government under the Promoting Better Mental Health – Youth Mental Health Initiative. Established in 2006, **headspace** is making a difference to the lives of thousands of young Australians by:

Giving young Australians the opportunity to seek help early. headspace centres located Australia wide have assisted 1,000s of young people.

- Bringing together local health services under the one roof. Reform of local mental health and substance use service systems are being driven by the funding that headspace has provided to local communities.
- Making it easier for young people and their families to find the information they need. Designed to be youth-friendly and easy to navigate, headspace's website is fast becoming the first port of call for people seeking information about youth mental health and wellbeing issues and services within Australia.
- Reviewing evidence and interventions to provide Australians with the most up-to-date information on youth health. headspace's Centre of Excellence is undertaking a systematic review of Australian and international evidence on interventions for mental health and substance use disorders in young people aged 12-25 years.
- Providing opportunities for young people to have input into the development and delivery of headspace services.
- Creating awareness and educating young people about how to get help. A successful ongoing social marketing strategy has resulted in headspace having a distinct identity and profile in the Australian community.
- Training professionals from a variety of settings in how to provide youth-specific psychosocial assessments and strategies for the effective engagement of young people.

**For more information about headspace, please visit [www.headspace.org.au](http://www.headspace.org.au)**

#### **Service Information:**

Service partners:

Mind has collaborated with the other local services to establish headspace Greensborough.

Services comprising the headspace Greensborough consortium are:

- Northern Area Mental Health Service
- Banyule Council
- Northern Melbourne Medicare Local
- E- Focus
- Northern Melbourne Relationships Australia Victoria
- Austin Health CAMHS
- RMIT University
- Nillumbik Health
- Youth Support and Advocacy Service (YSAS)

**headspace** Greensborough is based on a commitment by all agencies involved to work in partnership to improve outcomes for young people aged 12-25 years affected by mental health and/or alcohol and other drug (AOD) issues through the delivery of sensitive, accessible and quality services for the target group. The Centre's clear intention is to significantly increase the number of young people who are identified and responded to with evidence based interventions, at a much earlier stage.

The Centre's mission is to promote and facilitate improvements in the mental health, social wellbeing and economic participation of young people aged 12-25 residing in Greensborough and the North Eastern Region of Melbourne. In this youth friendly space services are delivered across four core streams: primary health care, mental health, alcohol and other drug (AOD), and social/vocational services.

**headspace** Greensborough is a part of the Mind North and West Division, Victorian Operations. This Mind Division provides a range of services including Information and Advice Services, Residential Services (PARCs), Personalised Services (outreach and packaged services) and Family Services and respite.

#### Reporting Relationships:

Reporting Lines	The position reports directly to the Service Manager, Greensborough
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#### Location:

Greensborough
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### SECTION B: KEY RESPONSIBILITY AREAS

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

Key Responsibility Areas	
1.	<p><b>GENERAL ADMINISTRATION SUPPORT</b></p> <p><b>Reception</b></p> <ul style="list-style-type: none"> <li>• Reception duties including answering phones, booking and confirming appointments, Dictaphone transcribing of medical reports and preparation of new client files.</li> <li>• Meet and greet clients and centre visitors and provide exceptional customer service.</li> <li>• Ensure all incoming phone calls are attended to in a prompt and courteous manner.</li> <li>• Provide information to young people and their families presenting to headspace, ensuring that all enquiries are dealt with in a confidential and sensitive manner.</li> <li>• Assist in the set up and pack up of the centre ensuring the rooms are left in a clean and tidy state at the end of each day.</li> </ul> <p><b>Administration</b></p> <ul style="list-style-type: none"> <li>• Assist the Centre Manager to identify, establish, improve and maintain</li> </ul>

		<p>administrative processes.</p> <ul style="list-style-type: none"> <li>• Oversee all Medicare billing, batching and electronic claims, and ensure compliance with Medicare and other statutory requirements.</li> <li>• Ensure all reporting and correspondence is timely, of a high quality and meets the needs of referring agents, healthcare providers and young people.</li> <li>• Maintain efficient office systems, secure storage, data inputting, and effective retrieval of headspace Greensborough data, resources and documents and further develop and maintain headspace Greensborough data base of contacts and relevant services.</li> <li>• Assist in administrative functions for meetings and events, including scheduling, catering, and developing and disseminating agendas and minutes.</li> <li>• Prepare and submit petty cash, invoice and expenditure, reconciliations to accounts receivable (monthly)</li> <li>• Coordinate incoming and outgoing mail.</li> <li>• Oversee and maintain a range of administrative functions at the centre, including IT services and support, stationery and practice supplies, equipment management and maintenance, facilities management, accounting and payroll systems, and medical history requests.</li> <li>• Ensure appropriate documentation for private practitioners are on record and kept up to date, including documents related to credentialing, registration, Medicare billing, insurance, and service delivery.</li> <li>• Support the operation of and communication between headspace centre staff and private practitioners.</li> <li>• Manage resources and rosters in a flexible and efficient manner to effectively manage client loads and to ensure timely and responsive service delivery.</li> </ul>
2.	<b>OFFICE SUPPORT</b>	<ul style="list-style-type: none"> <li>• Ensure operation of equipment by completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.</li> <li>• Maintains office supplies inventory by checking stock to determine inventory level; anticipating needed supplies; evaluating new office products; placing and expediting orders for supplies; verifying receipt of supplies.</li> </ul>
3.	<b>TEAM WORK</b>	<ul style="list-style-type: none"> <li>• The Administration Officer will be required to develop and maintain positive and effective working relationships with a broad range of people and organisations. They need to be pleasant, courteous, highly professional and able to interact with a wide and diverse consumer group. They must positively represent headspace to the public, community, government and other organisations</li> <li>• The Administration Officer will work proficiently in a fast-paced environment, and collaboratively with all headspace centre staff.</li> <li>• The administration Officer will operate according to the headspace model of care and in alignment with the business and strategic plans of the centre</li> <li>• Work effectively and cooperatively as a member of the team, in accordance with the values of Mind.</li> <li>• Support the Service Manager and all other staff to provide a consistent approach to services to clients and their families.</li> <li>• Actively participate in team meetings.</li> </ul>

4.	<b>PROFESSIONAL DEVELOPMENT</b>	<ul style="list-style-type: none"> <li>• Participate in annual Performance Review, Planning and Development Process.</li> <li>• Actively pursue professional development relevant to the role and the philosophy of Mind.</li> <li>• Undertake core Mind training and training opportunities which are relevant to the role.</li> </ul>
5.	<b>WORKPLACE HEALTH AND SAFETY</b>	<ul style="list-style-type: none"> <li>• Contribute actively to the maintenance of a safe workplace.</li> <li>• Ensure all safety issues are reported and addressed as they arise.</li> </ul>
6.	<b>ACCOUNTABILITY</b>	<ul style="list-style-type: none"> <li>• Proactively comply with direction from the Manager and other managers within Mind.</li> <li>• Use all Mind resources in line with organisational policy.</li> <li>• Proactively support Mind's vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values of: Customer Focus; Making a difference; Integrity; Hope; Creativity and Innovation.</li> </ul>
7.	<b>OTHER DUTIES</b>	<ul style="list-style-type: none"> <li>• As delegated by the Service Manager.</li> </ul>

## SECTION C: CORE REQUIREMENTS

<b>Technical</b>	
1.	Minimum qualification required in Administration and a minimum 5 years relevant experience, mature approach to high level administration tasks including MBS, Ability to support young people and people presenting in distress, strong teamwork and communication skills
2.	Current valid driver's licence
3.	Current National Police Record Check
4.	Current Working with Children Check

<b>Experience / Knowledge / Attributes / Values</b>	
1.	Relevant experience and ability to undertake a broad range of administrative support tasks, preferably at a senior management level.
2.	Extensive working knowledge of Medicare and health insurance systems and processes, including ATAPS, Work Cover and other health billing systems.
3.	Excellent organisational and time management skills, with the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
4.	Advanced computer skills including word processing, spreadsheets and database applications, including the capacity to learn new software packages.
5.	Significant skills and experience in secretarial, clerical, records management and minute taking.
6.	Strong interpersonal and team skills and behaviours, incorporating verbal and written communication, flexibility, resilience, in particular to respond to young people with respect and sensitivity.
7.	Ability to develop and maintain efficient appointments, reminders, filing and other office systems.
8.	Can demonstrate initiative and ability to work in a flexible and response manner.
9.	A broad understanding of the mental health and primary health care service system in Australia, including knowledge of relevant legislation.

## **SECTION D: CONDITIONS OF EMPLOYMENT**

The position is a full-time two year fixed term contract, working 38 hours per week, with an anticipated start date February 2016. Working days will generally be Monday to Friday, worked between the hours and 8.00 am and 6.00 pm as required. However, flexibility of working hours will be required depending on individual client, carers' and their families' needs.

In line with the Employee Agreement, this fixed-term contract is offered with the provision for early termination.

Employees are able to salary package a tax free amount, which is currently up to \$15,899 per FBT year, plus other items including meal and entertainment and accommodation. The amount available for salary packaging is subject to Commonwealth legislation as it applies from time to time and on the basis, that Mind will not incur any liabilities for FBT.

Mind offers salary packaging through an outsourced provider (currently, EPAC).

Other conditions are as per Mind's industrial agreement.

Employer superannuation contribution will be paid as legislatively required.

Appointment is subject to a six month probation period of employment.

Appointment is contingent on a satisfactory National Police Record Check and Working with Children Check

## **SECTION E: OTHER DETAILS**

### **Privacy:**

In accordance with Privacy Legislation, Mind will use the personal information provided by applicants solely for the purpose of making appointments to positions within Mind. Mind will take all reasonable steps to protect the personal information it collects and uses. It will not disclose such information to any outside organisation. Mind will destroy the personal information when it is no longer needed for selection purposes except where the applicant accepts a position within Mind. By submitting personal information to Mind, applicants are deemed to have given their consent to the collection, use and storage of their personal information for the purpose stated above.

### **Further Information:**

For further information, please contact Service Manager Christine Denton headspace Greensborough on (03) 94557900 or 0499300960.