



Position Description

Receptionist

Location	headspace Bunbury
Department	Administration and Management
Classification	RAWA Salary Schedule Administration (Level 1.6)
Salary	\$50,998.78 per annum plus superannuation and salary packaging
Hours	Full time, 75 hours per fortnight (1.0 FTE)
Term	Ongoing (tied to National funding expiring 30 June 2018)
Direct Employer	Relationships Australia WA

POSITION SUMMARY

The purpose of the Receptionist is to provide reception and administrative support to all members of the **headspace** Bunbury centre team in order to facilitate a high level of care for young people. The Receptionist is part of the **headspace** Bunbury centre team and works to provide professional and confidential administration services to support effective service delivery and day-to-day functioning. The incumbent will be essential to ensuring the service is perceived by young people as accessible, youth friendly and welcoming.

The role will provide reception support to various clinical staff to ensure the smooth running of the clinic. The Receptionist is generally the first point of contact with the public. As such it is essential that they are pleasant, courteous, highly professional and able to interact with a wide and diverse consumer group.

The Receptionist will work proficiently in a fast-paced environment, and collaboratively with all **headspace** Bunbury centre staff, including an intake team, medical and allied health private practitioners and external providers.

To find out more about **headspace** visit <http://headspace.org.au/>.

KEY RESPONSIBILITIES

Reception

- Reception duties including answering phones, booking and confirming appointments and entering of new client details on computer software.
- Meet and greet clients and centre visitors and provide exceptional customer service.
- Ensure all incoming phone calls are attended to in a prompt and courteous manner.
- Provide information to young people and their families presenting to **headspace** Bunbury, ensuring that all enquiries are dealt with in a confidential and sensitive manner.

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- 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.

Administration

- Assist the Centre Manager to identify, establish, improve and maintain administrative processes.
- Operation, maintenance and security of record keeping systems and software.
- Assist in administrative functions for meetings and events, including catering.
- Maintain accurate financial records including petty cash, expenditure, reconciliations and requests for reimbursement.
- Oversee all Medicare billing, batching, electronic claims and invoices from allied health private practitioners.
- Ensure adequate supplies of consumables, such as stationary, printer, and kitchen supplies.
- Coordinate incoming and outgoing mail.
- Assist with IT services and support.
- Assist with equipment management and maintenance.
- Assist in the induction of all new staff with regards to administrative processes.

General

- Participate in relevant training and development activities as an effective team member.
- Other duties consistent with the position where required and/or requested by management from time to time.

RELATIONSHIPS

The position holder will be required to develop and maintain positive and effective working relationships with a broad range of people and organisations. They must positively represent **headspace** Bunbury to the public, community, government and other organisations.

Reports To	Centre Manager
Direct Reports	None
Indirect Reports	None
Internal Relationships	headspace Bunbury centre staff and allied health Relationships Australia WA staff Youth Reference Group members Family & Friends Reference Group members
External Relationships	headspace National Office staff Staff from other headspace centres Consortium partner organisations and staff Local youth, health and community service providers and staff Government departments, ministers and staff Young people and their family and friends that access the centre Other external partners, vendors, providers and key stakeholders

SELECTION CRITERIA

Experience

Essential

- Demonstrated experience working in an administrative and/or reception role within a similar environment.
- Demonstrated experience with the Microsoft Office and Electronic Medical Record software.

Desirable

- Experience in the not for profit/non-government sector.
- Experience in the youth and/or mental health sector.

Knowledge and Skills

Essential

- Excellent organisational and time management skills.
- Ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Ability to work independently, with limited supervision.
- Strong customer service skills, particularly the ability to work with young people, and their friends and family.
- Exceptional interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds and experiences.
- Advanced computer skills including word processing, spreadsheets and database applications.

Desirable

- Working knowledge of Medicare and other health billing systems.
- A broad understanding of the mental health service system in Australia.
- A broad understanding of the challenges and experiences of young people in Australia, including specific community factors.

Personal Attributes

- Courteous, with high levels of professionalism, confidentiality and discretion.
- Positive and collaborative team player.
- High attention to detail.
- Adaptability and flexibility to changing work environments and requirements.

WORKPLACE POLICIES AND PRACTICES

All **headspace** Bunbury employees and contractors are required to familiarise themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that at all times employees and contractors will:

- Be respectful towards the organisation, colleagues, clients and the general public.
- Support the **headspace** vision and objectives and demonstrate the values of **headspace**.

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- Take reasonable care for their own health and safety, and that of others in the workplace.

The position holder must also:

- Maintain a current check for working with young people, as per the relevant state legislation.
- Undergo a current and satisfactory Police Check.
- Maintain a current driver's license, and have access to their own vehicle.
- Maintain eligibility to work in Australia.
- Participate in a 6 month probationary period.
- Participate in annual individual performance reviews and professional development planning.
- Have some flexibility to travel, and to work after hours (including weekends and evenings).

Approved By

Nicky Smith, Centre Manager

Date Approved

May 2016
