

POSITION DESCRIPTION - Bayside Health

DATE REVISED:	18 February 2026
POSITION:	Receptionist / Administration Officer
AWARD/AGREEMENT:	Victorian Public Mental Health Services Enterprise Agreement 2021–2024
CLASSIFICATION TITLE:	Administration Officer Grade 2 - YC89
DEPARTMENT/UNIT:	Alfred Mental & Addiction Health (AMAH): headspace Primary – Elsternwick and Syndal
CARE GROUP:	Alfred Care Group
ACCOUNTABLE TO:	Operationally: Centre Manager, headspace Elsternwick and Syndal through Practice Manager, headspace Elsternwick and Syndal
NUMBER OF DIRECT REPORTS:	Nil
WORKS IN COLLABORATION WITH:	headspace Practice Manager, headspace Early Psychosis Office Manager, Administration staff, Managers, and clinical staff

About Bayside Health

Bayside Health is a public health service delivering high-quality care across every stage of life for close to 1.2 million people living in metropolitan Melbourne, the Mornington Peninsula, Koo Wee Rup, Bass Coast and Southern Gippsland.

We have more than 15 main sites, including hospitals, centres and clinics that provide comprehensive care from welcoming newborns to supporting older people and a full range of services in between.

More than 22,000 dedicated staff are focussed on providing exceptional, equitable, and locally connected care through shared expertise, compassion, and a commitment to continuous growth. Education and training are central to staff development as we encourage all employees to strive and thrive.

Bayside Health was formed following the merger of Alfred Health, Bass Coast Health, Gippsland Southern Health Service, Kooweerup Regional Health Service and Peninsula Health on 1 January 2026.

Care Groups

Bayside Health is organised into three care groups:

- **Alfred Care Group** operates The Alfred, Caulfield Hospital, Sandringham Hospital and Melbourne Sexual Health Centre. Australia's busiest Emergency and Trauma Centre and largest Intensive Care Unit is located at The Alfred. From here we provide nineteen statewide services to support the Victorian community. It is also the largest site for clinical trials in Australia.
- **Peninsula Care Group** operates Frankston Hospital, the new Peninsula University Hospital and Rosebud Hospital among other sites and facilities. The new hospital will transform local care with dedicated wards and services. The group also operates MePACS, a personal alarm service, which cares for around 50,000 elderly and vulnerable people across Australia.

1. **Bayside Regional Care Group** operates sites at Kooweerup, Korumburra, Leongatha, Phillip Island and Wonthaggi and specialises in rural and regional care.

Our Code of Conduct

Our staff are expected to demonstrate and uphold the behaviours set out in Bayside Health's Code of Conduct.

ALFRED MENTAL & ADDICTION HEALTH PROGRAM (AMAH)

AMAH provides specialist psychiatric clinical care to people with severe mental illness. The Program has a primary responsibility for residents of inner South-eastern metropolitan Melbourne but cares for all patients seeking its services.

The Alfred Mental and Addiction Health Program (AMAH) comprises:

- AMAH Hospital and Emergency Services (HES)
- AMAH Adult and Older Adult Services (AOAS)
- AMAH Infant, Child & Youth Services including Headspace (HI-CYMHS)
- AMAH State-wide Services

AMAH HES is located at The Alfred (hospital) (Commercial Road, Prahran) and at 549 St. Kilda Road.

AMAH AOAS is located at The Alfred (hospital) (Commercial Road, Prahran) 607 St Kilda Rd; Alma Road CCU in St. Kilda; at our Prevention and Recovery Centre (PARC) at Nicholson Street Prahran; and at Caulfield Hospital (Kooyong Rd, Caulfield).

AMAH HI-CYMHS is in Moorabbin and headspace services are in various locations across the Southern metro area.

AMAH State-wide Services include WReN, the Women's Mental Health Service located at Ramsay Health, Albert Road Clinic and Ngamai Wilam, the Residential Eating Disorders Treatment Centre in Armadale.

AMAH also works in partnership with local non-government and social support agencies.

Our mission in AMAH is to enable people of all ages to lead their own meaningful and purposeful lives by providing innovative, compassionate, and collaborative mental health and wellbeing treatment, care and support.

AMAH actively encourages applications from members of the LGBTIQ+, Aboriginal and Torres Strait Islander peoples, Disability, culturally and linguistically diverse communities and those with lived and living experience in areas in which we work. We work to address barriers in full participation.

INFANT, CHILD, YOUTH AND HEADSPACE MENTAL HEALTH SERVICE

Formerly referred to as Alfred CYMHS and **headspace**, the expanded Department is now be referred to as AMAH Infant, Child and Youth Area Mental Health and Wellbeing Service and **headspace**.

Services include:

- **ICYAMHWS:** Access/HOPE team, Infant and Child Team, Sector teams x 2, Neurodevelopmental Stream – MHIDI-Y and DAMP, Early Intervention Mobile Outreach Support (EIMOS)
- **Youth Forensic Support Service (YFSS)**
- **headspace Primary & Youth Early Psychosis:** Centres at Elsternwick, Syndal; CCT and MATT at Bentleigh, Narre Warren & Dandenong, and Frankston

headspace Southern Melbourne was established in 2007, and Alfred Care Group became the lead agency in 2011. The centre was relocated and became **headspace** Elsternwick in 2013. In the same year, **headspace** Elsternwick launched

the beginnings of the **headspace** Early Psychosis program and established services offered from the Bentleigh Centre. In 2020, Alfred Care Group won the tender to provide the **headspace** services to the Monash area and the **headspace** Syndal Centre was established.

ICYAMWHS and headspace are committed to active participation by young people, families and consumers and carers with lived experience through all phases of service planning, implementation and evaluation.

VISION

headspace is friendly to young people and families. We will provide an accessible mental health service for young people struggling with hearing voices and unusual beliefs in partnership with the community. We will build on strengths and resilience, use the wisdom of lived experience and foster hope, potential and recovery.

VALUES

Respect

We value and build on the beliefs, strengths and potential of young people, families and their community connections and treat young people as intrinsically valuable.

Partnership

Our service development, implementation and evaluation will, at every stage, be youth driven and family guided. We will work collaboratively with the community to develop a service that enhances the existing services.

Empathy

We will focus on the humanity and importance of each young person and their family. We will maintain sensitivity to cultural diversity.

Excellence

The care we provide will be of the highest quality and will reflect a culture of innovation, evidenced based practice, reflection and continual learning.

Self Determination

Treatment we provide will be client directed with a focus on recovery and client determined goals, sensitive to the needs of young people.

Integrity

We strive for the highest degree of fairness, honesty and trust.

Accountability

We show pride, enthusiasm and dedication in everything that we do. We will respond and adapt to feedback.

POSITION SUMMARY

*The position is split between the **headspace** Elsternwick and Syndal sites. Administration support may be required at the Bentleigh & Syndal sites as required.*

This position requires 1 – 2 evenings per week. Shifts will be allocated on a roster system and as such you will be required to work a variety of shifts including morning, afternoon and nights with late finishes.

The position will provide outstanding service to clients and administrative services to **headspace** allied health staff and private practitioners to ensure the effective delivery of all administrative functions. Functions will include friendly and helpful reception, maintaining appointment systems, billing and medical records, other database management and

application of Microsoft office tools. The position will be integral to the overall functioning and delivery of mental health and wellbeing services to young people and their families and carers.

The position requires an experienced medical receptionist preferably with an understanding of the management of people with various mental health and social issues. The position requires a high performer who is customer focused, motivated, and enthusiastic and can demonstrate initiative and have a keen attention to detail.

KEY DUTIES AND RESPONSIBILITIES

1. Administrative Duties:

- Provide administrative assistance to enable efficient, customer focussed reception duties on a day-to-day basis, medical records and communication / liaison with clinical staff.
- Support **headspace** clinicians including GPs, psychiatrist and allied health staff, making appointments and billing
- Provide a youth friendly, confidential and efficient reception service including face to face and telephone engagement with all who make contact with the service
- Contribute to the maintenance of a clean and tidy office and reception area.
- Process all forms of billing including Medicare billing, and other private payments.
- Perform other administrative and data support duties as required.

2. Clinical & Administrative Systems:

- Arrange and facilitate appointments for private practice staff including allied health, General Practitioners, Specialist Consultants, and Registrars.
- Create and maintain medical records for all clients of headspace utilising ZedMed and Alfred Health PowerChart.
- Ensure the integrity of clinical filing systems and records are maintained.
- Ensure all Medicare numbers are updated as required and claims are processed accurately and regularly.
- Data entry of client information in headspace databases and Alfred Care Group PowerChart.

3. Financial, Asset & People Management:

- Assist with the training of staff (new and temporary as required) in IT programs and administrative practices as appropriate.
- Work with Managers, Team Leaders, salaried and private practice staff to ensure a positive workplace and team culture.
- Support the maintenance of financial records, and timely processing of invoices.
- Assist the Private Practice Manager with maintenance of a clean and tidy waiting area, surgery and workplace environment
- Assist with smooth operations functions and assist with catered functions from time to time.
- Other duties as required.

In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline

QUALIFICATIONS/EXPERIENCE REQUIRED

- Experience as a Medical Receptionist is essential
- Knowledge of General Practice software preferred but not essential (training can be provided).
- Knowledge of Medicare Billing preferred but not essential (training can be provided).

KEY CAPABILITIES

- Helpful and friendly and confidential reception manner
- Excellent and accurate administration and clerical skills.
- Ability to prioritise own work and ensure targets are achieved in a complex and demanding environment.
- Knowledge of Medical Software (e.g. ZedMed) and Alfred Care Group PowerChart and proficient in the use of Microsoft Office.
- Excellent interpersonal skills and communication skills demonstrated ability to consult, liaise, and negotiate with consumers, carers, family members and other professionals.
- Demonstrates initiative, is motivated and enthusiastic.
- Ability to take on a variety of diverse and at times complex tasks.

QUALITY, SAFETY, RISK AND IMPROVEMENT

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and guidelines.
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Escalate safety, quality & risk concerns to the appropriate staff member if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient-Centred Care.
- Comply with Bayside Health's mandatory continuing *professional* development requirements.
- Comply with National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- Maintain responsibility for supporting enterprise security.

OTHER REQUIREMENTS FOR ALL BAYSIDE HEALTH STAFF

- Ensure compliance with relevant Bayside Health clinical and administrative policies and guidelines.
- Comply with relevant privacy legislation.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Bayside Health.
- Comply with Bayside Health's medication management and medication safety policies and guidelines.
- Comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
- Research activities will be undertaken commensurate with the role.

- In accordance with Directions made by the Secretary, Department of Health, all Bayside Health employees working in Category A or B roles (as determined by the department's risk ratings) must be vaccinated against Influenza with a TGA approved vaccine

COMMITMENT TO CHILD SAFETY

Bayside Health has zero tolerance for child abuse and is committed to acting in the best interest of children in our care. We promote cultural safety and participation of Aboriginal children, children of cultural and linguistic diversity and those with disabilities to keep them safe at all times.

OTHER RELEVANT INFORMATION

- Working across **headspace** programs and teams will be actively encouraged
- Staff may be required to work from any Alfred Health **headspace** site
- Current Victorian Driver's License
- Current working rights visa
- Satisfactory completion of a Police Check
- Satisfactory completion of Working with Children Check

This position description will be subject to periodic review

Position Description authorised by: Steph Zotti – Practice Manager, Headspace Elsternwick and Syndal

Date: April 2024