



Recruitment Information Package

Assisting you in your
application to join our
team

www.ireach.org.au

08 8531 1303

Our Vision.

“Healthy and resilient people and communities”

Our Values.

i nclusivity & diversity

R espect & compassion

E mpowerment

i nnovA tion

C onnection

H ope

Position Information

Position Title	Administration & Office Support
Working Location	Murray Bridge, South Australia
Classification	iREACH RURAL HEALTH EBA 2025 – iREACH Level 2
Job Status	0.8 – 1.0 FTE
Pay	\$35.07 - \$37.96/hour
Applications Closing Date	Tuesday, April 7 th at 5:00 PM

About Us

iREACH Rural Health is a values-driven, not-for-profit organisation dedicated to delivering innovative health services across regional South Australia. We are committed to improving the wellbeing of young people, families, and communities through trauma-informed, person-centred care.

We are seeking an **Administration & Office Support Worker** to provide high-quality, responsive administrative and customer service support, enabling the effective delivery of health and wellbeing services at our headspace Murray Bridge site.

Our company values are inclusivity and diversity, **Respect** and compassion, **Empowerment**, **innovation**, **Connection** and **Hope**. To find out more about our organisation, please visit: www.ireach.org.au/About-Us

About headspace

headspace is the National Youth Mental Health Foundation, providing early intervention services to young people aged 12 to 25. Through a national network of centres across metropolitan, regional, and rural Australia, headspace offers support in four key areas: mental health, physical health (including sexual health), alcohol and other drug services and work and study support.

headspace is designed to make it as easy as possible for a young person and their family to access the help they need for issues affecting their wellbeing.

Since its establishment in 2006, headspace has supported hundreds of thousands of young people and their families through direct clinical services, as well as through health promotion and community awareness initiatives.

The success of the headspace model has been recognised internationally, with similar approaches now being adopted in other countries. headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health.

The Role of a Lead Agency

The **headspace Murray Bridge** centre operates under the auspices of **iREACH Rural Health**, which serves as the **Lead Agency**. Our centre is also supported by a consortium of local partners who share the headspace vision and commitment to improving youth mental health.

Each headspace centre is led by a **Lead Agency** - a locally based organisation that coordinates the delivery of services on behalf of a regional partnership of providers. These include mental health, alcohol and other drug, physical and sexual health, and vocational support services.

The Lead Agency ensures that the headspace centre operates in alignment with the national model while responding effectively to the unique needs of the local community.

Why Join iREACH Rural Health?

At iREACH, we are driven by a clear vision for the future and guided by our core values, which shape the way we work, support our teams, and deliver services to the community. We are committed to creating a workplace where you feel valued, supported, and inspired to make a difference.

Employee Benefits Include:

- **Generous Salary Packaging:** Benefit from attractive salary packaging arrangements, and a meal and entertainment card (up to \$15,900 tax-free)
- **Competitive Remuneration:** Receive a salary that recognises your skills and experience
- **Employee Assistance Program:** Support services are available for staff and their families
- **Professional Development:** Opportunities for professional growth and clinical supervision
- **Paid Parental Leave:** Available for eligible employees
- **Flexible Work Options:** Flexibility to support work-life balance and family-friendly practices
- **Annual Leave:** 5 weeks for full-time employees (pro-rata for part-time)
- **Personal Leave:** 10 days for full-time employees (pro-rata for part-time)
- **Wellness Leave:** 2 additional days each year, on top of other leave entitlements

iREACH is proud to be an **equal opportunity employer**. We are committed to building a diverse workforce and strongly encourage applications from:

- Aboriginal and Torres Strait Islander peoples
- LGBTIQ+ communities
- People with disability
- Individuals from culturally and linguistically diverse backgrounds

How to Apply

To be considered for this position, applicants must address the Selection Criteria outlined in the Job Description. Applications that do not address the Selection Criteria will not be considered for an interview.

Please ensure your application includes:

1. **Cover Letter** – addressing all Selection Criteria.
2. **Current Resume** – including your qualifications and experience.
3. **Contact Details for Two Referees** – professional references preferred.

Submit your complete application via the relevant job advertisement on SEEK.

We maintain the discretion to extend an offer at any stage of the recruitment process. If you are interested in the position submit your application as soon as possible!

For further information about the role or application process, please contact:

Rachel Faulkner

headspace Murray Bridge Centre Manager

Phone: (08) 835 2122

Email: rachelf@ireach.org.au

POSITION DESCRIPTION

Administration & Office Support

CLASSIFICATION: iREACH RURAL HEALTH EBA 2025 – iREACH Level 2
(dependent on qualifications and experience - salary sacrifice arrangements are available)

AUTHORISED BY: Chief Executive Officer

UPDATED: March 2026

PART A – POSITION DETAILS

Position Purpose:	<p>The Administration & Office Support role provides high-quality, responsive administrative and customer service support to enable the effective delivery of health and wellbeing services across the organisation. The position supports staff, clients, and community members by ensuring the smooth day-to-day operation of administrative functions, maintaining accurate records, and adhering to organisational systems, procedures, and quality standards in line with iREACH Rural Health’s values.</p> <p>As the first point of contact at the front desk, this role plays a key role in creating a professional, welcoming, and responsive environment for visitors, staff, and external stakeholders. The position requires a high level of discretion, accuracy, and professionalism, particularly in the management of confidential client information and the coordination of appointments.</p>
Reports To:	headspace Murray Bridge Centre Manager

PART B – KEY POSITION RESPONSIBILITIES

Key Result Areas	Accountabilities
Customer Service & Front Desk Operations	<ul style="list-style-type: none"> Act as the first point of contact for visitors, clients and staff. Respond to telephone, in-person, email and general enquires in a professional and timely manner Maintain a welcoming, organised, and professional reception and waiting area.
Administrative & Office Support	<ul style="list-style-type: none"> Perform general administrative duties including timely and accurate data entry, document processing, and record maintenance. Schedule and reschedule appointments accurately and in accordance with procedures. Receive, distribute, and dispatch mail and deliveries. Assist with the sorting, processing and distribution of electronic and hard copy correspondence. Prepare, coordinate and distribute meeting agendas, minutes and supporting documentation, ensuring accuracy, professionalism and timely circulation to relevant stakeholders.

	<ul style="list-style-type: none"> • Prepare information for inclusion in publications and support promotions and marketing with content creation.
Confidential Information & Data Management	<ul style="list-style-type: none"> • Handle sensitive client and staff information in accordance with privacy and organisational policies. • Maintain accurate records and secure storage of confidential documentation. • Contribute to program reporting and data collection requirements. • Maintain records and reporting aligned with headspace National reporting requirements including hAPI.
Facilities Coordination	<ul style="list-style-type: none"> • Support the presentation and day-to-day upkeep of office facilities and shared spaces. • Ensure the office environment and public access areas are clean, safe and presentable. • Coordinate internal room bookings and maintain booking systems. • Manage business vehicle bookings for staff
IT and Systems Support	<ul style="list-style-type: none"> • Provide general IT troubleshooting and system support for staff. • Escalate technical issues to appropriate internal or external support services when required.
Procurement and Supplies	<ul style="list-style-type: none"> • Coordinate stationery and office consumables orders, ensuring adequate stock levels are maintained.
Safety, Quality & Compliance	<ul style="list-style-type: none"> • Comply with iREACH Work Health & Safety policies and procedures. • Identify and report hazards, incidents and risks in accordance with organisational protocols. • Maintain current First Aid Officer certification and Fire Warden training, and actively fulfil associated responsibilities to support a safe, compliant, and prepared workplace. • Participate in organisational training, accreditation activities and continuous improvement processes.

PART C – POSITION REQUIREMENTS

Requirement	Accountabilities
Qualifications and Registrations	<p>Essential</p> <ul style="list-style-type: none"> • No mandatory qualifications are required for this role. <p>Desirable</p> <ul style="list-style-type: none"> • Any business, health, or administration-related qualifications would be an advantage
Knowledge and Experience	<p>Essential</p> <ul style="list-style-type: none"> • Demonstrated experience in an administrative or customer service role. • Experience using a range of software systems and technology, with the ability to learn new systems quickly.

	<p>Desirable</p> <ul style="list-style-type: none"> • Experience working collaboratively within multidisciplinary teams. • Experience working in a health, community, or not-for-profit environment. • Familiarity with client management or compliance systems.
<p>Personal Skills & Attributes</p>	<p>Essential</p> <ul style="list-style-type: none"> • Skilled in written and verbal communication. • Strong organisational and time management skills, with the ability to prioritise tasks, meet deadlines and manage competing demands. • Competent computer and digital literacy skills (client systems, email, word processing, data entry). • Accurate data entry skills that ensure data held is consistent, relevant, and entered in a timely fashion. • Proven ability to maintain confidentiality and handle sensitive information with discretion. • Ability to work with diverse communities and provide inclusive, culturally safe services. • Self-motivated and able to work independently while maintaining strong team collaboration. • Ability to work with young people and family members from all backgrounds, including cultures, genders and sexualities.

PART D – KEY PERFORMANCE INDICATORS

Indicator	KPI / Description	Performance Standard (Observable Outcomes)
<p>Administrative Efficiency</p>	<p>Efficient processing of administrative tasks to ensure minimal backlog and smooth service delivery across programs and front desk operations.</p>	<ul style="list-style-type: none"> • ≥95% of administrative tasks completed same business day with proactive workflow management and prioritisation
<p>Data Accuracy & Integrity</p>	<p>Accuracy and completeness of client records and data entry (including systems such as hAPI) to ensure compliance, reporting reliability and funding integrity.</p>	<ul style="list-style-type: none"> • ≥98% data accuracy with no systemic errors; records consistently complete, timely and audit-ready
<p>Confidential Information and Data Management</p>	<p>Maintain accurate, secure, and compliant records in line with organisational and headspace requirements.</p>	<ul style="list-style-type: none"> • 100% compliance with privacy, confidentiality, and data management policies. • Zero breaches of confidentiality.
<p>Client Experience (Front Desk & Enquiries)</p>	<p>Delivery of a professional, responsive and client-centred front-of-house service that supports access and positive client experience.</p>	<ul style="list-style-type: none"> • Consistently positive client and stakeholder feedback with no complaints; enquiries handled promptly and issues proactively resolved

Operational Coordination Effectiveness	Effective coordination of appointments, facilities, resources and administrative support to minimise disruption to staff and clients.	<ul style="list-style-type: none"> Consistently maintained efficient service delivery, preventing booking conflicts and proactively managing operational issues to minimise impact.
Facilities Coordination	Ensure the office environment is safe, functional, and well-maintained for staff and clients.	<ul style="list-style-type: none"> Shared spaces, reception, and facilities are maintained in a clean, safe, and professional condition daily.
Procurement and Supplies	Maintain adequate stock levels and ensure timely procurement of office supplies.	<ul style="list-style-type: none"> Service delivery is consistently maintained with all essential supplies readily available.
Cultural Safety & Inclusion	Deliver services that are culturally safe and inclusive.	<ul style="list-style-type: none"> 100% completion of cultural competency and LGBTIQ+ training and demonstrated inclusive practice.
Professional Conduct	Demonstrate behaviours aligned with iREACH organisational values.	<ul style="list-style-type: none"> Consistently demonstrates iREACH values in professional behaviour and service delivery.

Performance will be assessed based on observable behaviours, accuracy of work, timeliness, and contribution to service delivery outcomes, particularly where system-based measurement is limited.

Specific performance expectations will be agreed with the manager during each performance review period.

PART E – ORGANISATIONAL RESPONSIBILITIES

Key Result Areas	Accountabilities
Work Health & Safety	<ul style="list-style-type: none"> Ensure, as far as reasonably practicable, that employees, visitors and contractors are safe from injury and risk to health while at an iREACH worksite. Comply with organisational WHS policies and procedures. Identify and report hazards, risks and incidents. Follow reasonable directions relating to workplace safety.
Customer Service	<ul style="list-style-type: none"> Maintain professional and responsive customer service standards for both internal and external stakeholders.
Child Protection	<ul style="list-style-type: none"> Hold a current National Police Certificate in compliance with the South Australian Children and Young People (Safety) Act 2017. Maintain a valid Working with Children Check (WWCC). Maintain current Child Safe Environments training.
Compliance	<ul style="list-style-type: none"> Support the aims and objectives of iREACH and headspace through adherence to policies, procedures and professional conduct standards. Comply with the headspace Model Integrity Framework (hMIF).

Legislative Requirements	<ul style="list-style-type: none">• Practice within relevant legislation, professional codes of conduct and organisational governance frameworks.• Promote equal opportunity and prevent harassment, bullying and discrimination.
Delegated Authority	<ul style="list-style-type: none">• Comply and refer to the Corporate Governance Policy: Delegation of Authority and associated Schedule for the authority levels assigned to this role.
Professional Development	<ul style="list-style-type: none">• Participate in annual performance review and professional development.
Mobility	<ul style="list-style-type: none">• Must hold a current South Australian Driver's Licence.• Use own vehicle for work purposes where required, for which reimbursement of costs at the current Modern Award Rates will be made.• Support intrastate and interstate travel when required, which may involve overnight absences.