

## Administration Support Officer

**Our vision:** *People and communities have strong mental health and wellbeing.*

**Our purpose:** *Partnering with clients and carers to deliver mental health and wellbeing services that enhance quality of life.*

**Our values:** *Hope, Creativity and innovation, Client focus, Making a difference, Integrity.*

## Position Information

<p><b>Purpose</b></p>	<p>The Administration Support Officer will 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 and their families and friends who access the headspace Centre.</p> <p>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, their families and friends, carers and communities 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.</p>
<p><b>Position reports to</b></p>	<p>Service Manager</p>
<p><b>Mind classification level</b></p>	<p>SCHADS Level 2</p>
<p><b>Stream</b></p>	<p>Victoria Operations</p>
<p><b>About the service</b></p>	<p>headspace Box Hill is part of Victoria Operations Service Stream for Mind Australia. headspace Box Hill aims to promote and facilitate improvements in the mental health, social wellbeing and economic participation of young people aged 12-25 years residing in the Eastern Region of Melbourne. In this youth friendly space, services are delivered across four core streams – physical and sexual health, mental health, alcohol and other drugs (AOD), and educational and vocational services.</p> <p>headspace brings together key organisations experienced in the delivery of physical and sexual health, mental health, alcohol and drug services,</p>

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, ages, spiritualities and backgrounds. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with a lived experience of mental ill-health and recovery, people living with disability, those who identify as LGBTIQ and applicants from culturally and linguistically diverse backgrounds.



	<p>vocational and education services for young people. headspace is an evidence-based early intervention mental health and wellbeing service for young people aged 12-25 years.</p>
<p><b>Position description effective date</b></p>	<p>June 2023</p>
<p><b>Responsibilities</b></p>	
<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 young people, families, friends 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 and friends 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, storage areas, and kitchen 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 Service Manager and Team Leader to identify, establish, improve and maintain administrative processes.</li> <li>• Oversee all Medicare billing, batching and electronic claims, and ensure compliance with Medicare and other statutory requirements.</li> <li>• Meet all data entry requirements for Mind, headspace National and Eastern Melbourne Primary Health Network.</li> <li>• Ensure hAPI profiles are created for all young people upon entry to the service.</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 and their families and friends.</li> <li>• Maintain efficient office systems, secure storage, data inputting, and effective retrieval of headspace data, resources and documents and further develop and maintain a headspace 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> </ul>



	<ul style="list-style-type: none"> <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> <li>• Assist in taking minutes for stakeholder meetings as required.</li> </ul>
<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> </ul>
<b>Team work</b>	<ul style="list-style-type: none"> <li>• Develop and maintain positive and effective working relationships with a broad range of people and organisations.</li> <li>• Demonstrate professional and courteous communication skills to interact and engage with a wide and diverse client group</li> <li>• Prioritise representing headspace positively to the public, community, government and other organisations.</li> <li>• Work proficiently in a fast-paced environment, and collaboratively with all headspace centre staff, private practitioners, in-kind partners, and co-located staff.</li> <li>• 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, Team Leader and all other staff to provide a consistent approach to services to young people and their families and friends.</li> <li>• Actively participate in team meetings.</li> </ul>
<b>Relationship management</b>	<ul style="list-style-type: none"> <li>• Build and maintain strong relationships and communication with other Mind business areas and funding organisations particularly the Customer Service Centre, Victorian Operations regions, funding administrators, and Mind's Finance business partners.</li> </ul>



	<ul style="list-style-type: none"> <li>• Liaise and negotiate effectively with stakeholders regarding contractual reporting requirements.</li> <li>• Liaise within Finance business partners and other Mind departments for service desk tasks and adhoc data analysis.</li> </ul>
<b>Data entry and analysis</b>	<ul style="list-style-type: none"> <li>• Provide timely and accurate data entry and analysis to measure performance and assist in the understanding of activity and business drivers.</li> <li>• Demonstrate insight and understanding of the data context and appropriate interactions with other datasets and communicate this as required.</li> <li>• Coordinate and extract data in a timely manner to meet both internal and external reporting timelines.</li> <li>• Demonstrate ability to work to tight deadlines and prioritise tasks.</li> <li>• Provide support to operational management in the understanding of reporting requirements.</li> </ul>
<b>Finance</b>	<ul style="list-style-type: none"> <li>• Liaise with Finance to ensure billing is timely, accurate and reported.</li> </ul>
<b>Other duties</b>	<ul style="list-style-type: none"> <li>• Document all activities using Mind’s ICT system and processes.</li> <li>• Meet all data entry requirements for Mind, headspace National and Eastern Melbourne Primary Health Network.</li> <li>• Project work.</li> <li>• Accreditation documentation support.</li> <li>• Contractual review support.</li> <li>• Assistance in booking calendar appointments for Service Manager at headspace services.</li> <li>• Actively participate, contributing to your team and wider organisational initiatives.</li> <li>• Take personal responsibility for the quality and safety of work undertaken.</li> <li>• Contribute to service delivery improvement.</li> <li>• Other duties as directed.</li> </ul>
<b>Professional development</b>	<ul style="list-style-type: none"> <li>• Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind.</li> <li>• Participate in reflective practice.</li> </ul>
<b>Accountability</b>	<ul style="list-style-type: none"> <li>• Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time.</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.</li> </ul>



<p><b>Workplace health, safety and wellbeing</b></p>	<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>
<p><b>Lived experience</b></p>	<ul style="list-style-type: none"> <li>• Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.</li> </ul>
<p><b>Cultural safety</b></p>	<ul style="list-style-type: none"> <li>• Contribute to a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.</li> </ul>



Position Requirements	
<b>Qualifications required</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications (minimum Certificate IV) in Business Administration or other related field as designated by Mind and/or equivalent administration experience in a related industry.</li> </ul>
<b>Knowledge, skills and experience required</b>	<ul style="list-style-type: none"> <li>• Broad experience in administrative support, data entry and customer service in Not For Profit, Social Services, Community Services, Healthcare or Disability services settings.</li> <li>• Demonstrated ability to develop and maintain effective working relationships with diverse range of stakeholders across all levels including Executive level.</li> <li>• Ability to display self-motivation, resilience, initiative, creativity, influence, autonomy, empathy and diplomacy.</li> <li>• Maintain personal integrity in handling sensitive client data.</li> <li>• Highly effective communication and interpersonal skills, ability to positively contribute to the team and organisation culture.</li> <li>• Strong organisational skills and ability to work under pressure to meet tight deadlines incorporating effective planning, time management, resourcing, facilitation and achieving quality outcomes therefore attention to detail is essential.</li> <li>• Ability to work both autonomously and collaboratively, showing initiative and flexibility.</li> <li>• Demonstrated competence in analysis and data understanding and ability to work with large datasets.</li> <li>• Microsoft Office Suite is essential including Excel data manipulation. Experience with Csv file handling, XML file manipulation, data cleansing, Web Portal navigation and use is desirable.</li> <li>• A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is desirable.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Right to work in Australia.</li> <li>• Current valid driver's licence.</li> <li>• Current NDIS Worker Screening Check Clearance.</li> <li>• Working with Children Check or equivalent (Blue Card - QLD).</li> <li>• Able to obtain and provide evidence of vaccinations against COVID-19.</li> <li>• Able and willing to work in line with centre opening hours.</li> <li>• Preparedness to work across different services and/or locations as required and directed.</li> </ul>

To learn more about Mind visit [mindaustralia.org.au](http://mindaustralia.org.au)



You can also watch our Great Minds series of videos by visiting [www.youtube.com/mindaustralia](http://www.youtube.com/mindaustralia)

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