

# Position Description



<b>Title</b>	Reception & Administrative Support Officer
<b>Business unit</b>	headspace Horsham Collaborative Services Development AOD Mental Health, Carer Services Tasmania
<b>Location</b>	77 Hamilton Street, Horsham
<b>Employment type</b>	Permanent, Full Time – 76 hours fortnightly
<b>Reports to</b>	Team Leader, Centre Operations

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills, and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## 1. Position Purpose

headspace aims to build the resilience of young people and the future potential of Australia by delivering effective youth mental health services in partnership with young people, their families and their local communities.

headspace provides counselling and support to young people from 12 - 25 years. The service covers issues such as relationships, drug and alcohol, mental health, bullying, anxiety, depression, bad thoughts, and uncertainty about future plans. The centre is a safe zone for young people to drop in, check it out or talk to a youth counsellor.

The purpose of this role is to provide a welcoming and supportive first point of contact for young people accessing headspace. The role maintains smooth administrative operations by responding to

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enquiries, data entry, and basic reporting to support service delivery. Additionally, it assists with general administrative tasks, maintaining information about the centre that is shared on digital platforms (ie social media / website) and helping the centre run efficiently ensuring staff have what they need to support young people effectively.

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## 2. Scope

### Budget:

Not applicable

### Direct Reports:

No reports

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## 3. Relationships

### Internal

- Team leader Centre Operations
- Team leader Clinical Services
- Clinical Services team members
- Community Awareness and Youth Engagement Team Members

### External

- Young people visiting and engaging with headspace services and programs
  - Families and friends of young people accessing headspace services
  - In-kind workers
  - Organisational representatives from the Consortium group
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## 4. Key Responsibility Areas

### Front desk & client support

- Create and maintain a youth friendly environment that welcome all visitors to the centre, specifically that of young people and their family and friends.
- Respond to enquiries via phone, email or people who walk into the centre and supporting them to appropriate supports or appropriately finding a time for service follow up.
- Support client engagement via sending out reminders to young people as per program procedure.
- Other duties as directed.

### Administrative Support

- Accurate entry of client and service data into relevant systems in a timely manner.
- Generate and review basic reports to support program tracking and evaluation.
- Ensure data confidentiality and compliance with privacy policies.

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- Manage centralised booking systems including appointments for clinical services team, fleet cars, team calendars, phone/teams systems.
- Assist team leaders to oversee audit on site and ensure WHS standards are maintained or reported where required.
- Maintain file records utilising the services electronic medical record system and hAPI database Management and oversight of the shared headspace Horsham mailbox

#### Digital Platform & Communications Support

- Update and managing the digital communication platforms (i.e. website, social media) with content created by headspace National or the team
- Creation and distribution of external centre communications (i.e. monthly newsletter, social media, etc)
- Ensure digital communications align with organisational guidelines and messaging. Creation and distribution of young people & family and friends information packs.

#### Centre coordination

- Proactively manage ordering of supplies including stationary, cleaning products, first aid supplies and staff/consumer amenities
- Ensure reception space and common areas are orderly and clean at all times.
- Other duties as needed

#### Quality and risk

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting.
- Foster a culture where risks are identified and appropriately managed.
- Document and inform line manager immediately of any serious incidents involving clients or staff.

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).

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- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce
  - Based on any ongoing work with another organisation

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## 5. Person Specification

### Qualifications

- Relevant tertiary qualifications or a Certificate in Business Administration is desirable.

### Experience

- Experience working in a youth friendly space.
- Competency with Microsoft office applications including Excel, Word, Teams and ability to learn new systems
- Previous experience in a reception, customer services or administrative type role
- Excellent interpersonal and communication skills.
- Demonstrated understanding of strategies when dealing with difficult or challenging clients is desirable.
- Ability to handle sensitive information with discretion and maintain privacy

### Core Selection Criteria

- Values alignment: ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Experience in a front reception / customer services type role including responding to enquiries via phone, email and or people walking in and responding to people in distress or with challenging behaviours
- Proficiency with the of a variety of software programs, databases and Microsoft applications and an ability to learn new platforms
- Ability to prioritise work and perform tasks with high levels of accuracy, efficiency and confidentiality.
- Excellent time management and organisational skills and evidence of prioritising competing demands.

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- Well-developed interpersonal and communication skills with the ability to build effective relationships and liaise across all levels both internally, externally and with people from diverse backgrounds.
- Ability to work effectively as part of a team
- Risk assessment: Ability to assess risk such as consumer distress or family violence and respond appropriately.

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**6. We are a child safe organisation**

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working with Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.**

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**7. Acknowledgement**

**I have read, understood, and accepted the above Position Description**

**Employee**

Name:

Signature:

Date: