

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

Purpose	<p>The Administration Support Officer will provide high level reception and administrative support to all members of the Local's consortium in order to facilitate a high level of care for people who access the service.</p> <p>At times, the Administration Support Officer may be the first point of contact with the public. The Administration Support Officer is part of the Locals 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 people interacting with the Local as accessible, culturally safe, warm and welcoming. With a focus on support, care, treatment and positive experiences, 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, interprofessional team.</p>
Position reports to	Team Leader – Lived Expertise
Mind classification level	SCHADS Level 2
Stream	Victoria Operations
About the service	<p>The Adult and Older Adult Mental Health and Wellbeing services, otherwise known as "Locals", are a key recommendation from Victoria's Royal Commission into the mental health service system. As such, the Locals are a key feature of the current system transformation.</p> <p>The Locals will act as front door to the mental health service system and will provide a continuum of care and support including clinical interventions, wellbeing supports, and therapeutic support through an integrated mental health and alcohol and other drug framework approach.</p> <p>Mind Australia is the lead agency in a consortium which comprises of Monash Health, Foundation House and Thorne Harbour Health, who will deliver the Greater Dandenong Local. Our shared vision is a Greater</p>

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	Dandenong Local that delivers integrated care and support that puts the person accessing the service at the very centre of their treatment, support and care coordination using a range of evidence informed approaches. The consortium is committed to embedding lived and living experience within all aspects of the service including program design and evaluation, leadership, service delivery and governance.
Position description effective date	November 2023
Responsibilities	
General administration support	<p>Reception:</p> <ul style="list-style-type: none"> • Reception duties including answering phones, booking and confirming appointments, dictaphone transcribing of medical reports and preparation of new client files. • Meet and greet people interacting with the Local and provide exceptional customer service. • Ensure all incoming phone calls are attended to in a prompt and courteous manner. • Provide information to people accessing the Local, ensuring that all enquiries are dealt with in a confidential and sensitive manner. • Assist in the set up and pack up of the Local, ensuring the rooms, storage areas, and kitchen areas are left in a clean and tidy state at the end of each day. <p>Administration:</p> <ul style="list-style-type: none"> • Assist the Locals Leadership Team to identify, establish, improve and maintain administrative processes. • If required, oversee all Medicare billing, batching and electronic claims, and ensure compliance with Medicare and other statutory requirements. • Meet all data entry requirements for the Local. • When required, ensure client records/profiles are created for people upon entry to the service. • Ensure all reporting and correspondence is timely, of a high quality and meets the needs of referring agents, healthcare providers and people using the service. • Maintain efficient office systems, secure storage, data inputting, and effective retrieval of Locals data, resources and documents and further develop and maintain a Locals data base of contacts and relevant services. • Assist in administrative functions for meetings and events, including scheduling, catering, and developing and disseminating agendas and minutes. • Coordinate incoming and outgoing mail.

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	<ul style="list-style-type: none"> • Oversee and maintain a range of administrative functions at the Local including IT services and support, stationery and practice supplies, equipment management and maintenance, facilities management, accounting and payroll systems, and medical history requests. • Ensure appropriate documentation for Locals practitioners are on record and kept up to date, including documents related to credentialing, registration, Medicare billing, insurance, and service delivery. • Assist in taking minutes for stakeholder meetings as required.
Office support	<ul style="list-style-type: none"> • 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.
Team work	<ul style="list-style-type: none"> • Develop and maintain positive and effective working relationships with a broad range of people and organisations. • Demonstrate professional and courteous communication skills to interact and engage with a wide and diverse range of people accessing the Local. • Prioritise representing the Local positively to the public, community, government and other organisations. • Work proficiently in a fast-paced environment, and collaboratively with all Locals staff. • Work effectively and cooperatively as a member of the team, in accordance with the values of Mind and the Local. • Actively participate in team meetings.
Relationship management	<ul style="list-style-type: none"> • 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. • Liaise and negotiate effectively with stakeholders regarding contractual reporting requirements. • Liaise within Finance business partners and other Mind departments for service desk tasks and ad hoc data analysis.
Data entry and analysis	<ul style="list-style-type: none"> • Provide timely and accurate data entry and analysis to measure performance and assist in the understanding of activity and business drivers. • Demonstrate insight and understanding of the data context and appropriate interactions with other datasets and communicate this as required. • Coordinate and extract data in a timely manner to meet both internal and external reporting timelines. • Demonstrate ability to work to tight deadlines and prioritise tasks. • Provide support to operational management in the understanding of reporting requirements.

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Finance	<ul style="list-style-type: none"> • Liaise with Finance to ensure billing is timely, accurate and reported. • Prepare and submit petty cash, invoice and expenditure, reconciliations to accounts receivable (monthly).
Professional development	<ul style="list-style-type: none"> • Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind. • Participate in reflective practice.
Accountability	<ul style="list-style-type: none"> • Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time. • 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. • Other duties as directed.
Workplace health, safety and wellbeing	<ul style="list-style-type: none"> • Contribute actively to the maintenance of a safe workplace. • Ensure all safety issues are reported and addressed as they arise.
Lived experience	<ul style="list-style-type: none"> • Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.
Cultural safety	<ul style="list-style-type: none"> • 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.

Position Requirements	
Qualifications required	<ul style="list-style-type: none"> • 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.
Knowledge, skills and experience required	<ul style="list-style-type: none"> • Broad experience in administrative support, data entry and customer service in Not For Profit, Social Services, Community Services, Healthcare or Disability services settings. • Demonstrated ability to develop and maintain effective working relationships with diverse range of stakeholders across all levels including Executive level. • Ability to display self-motivation, resilience, initiative, creativity, influence, autonomy, empathy and diplomacy. • Maintain personal integrity in handling sensitive client data. • Highly effective communication and interpersonal skills, ability to positively contribute to the team and organisation culture. • 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. • Ability to work both autonomously and collaboratively, showing initiative and flexibility.

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	<ul style="list-style-type: none"> • Demonstrated competence in analysis and data understanding and ability to work with large datasets. • 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. • A lived/living experience of mental health challenges and/or alcohol and other drug challenges and recovery, or experience caring for a person with mental health or alcohol and other drugs challenges is highly desirable.
Other	<ul style="list-style-type: none"> • Right to work in Australia. • Current valid driver's licence. • Current NDIS Worker Screening Check Clearance. • Working with Children Check or equivalent (Blue Card - QLD). • Able to obtain and provide evidence of vaccinations against COVID-19. • Able and willing to work in line with Locals opening hours. • Preparedness to work across different services and/or locations as required and directed.

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