



Where mental wellbeing thrives

Position Description

Administrative Support Officer

Location:	headspace
Award:	Flourish Australia Enterprise Agreement (2018)
Position Level:	Level 7 (Support Services)
Reports to:	Clinical and Operations Manager, headspace

1. POSITION SUMMARY

The **headspace** Administrative Support Officer will work under the direction of the Clinical & Operations Manager to provide receptionist and administrative support services to the centre and centre staff. This is an important coordinating role in a busy setting requiring the ability to prioritise competing demands. Sound judgment and problem-solving skills are needed and the Administrative Support Officer must possess well-developed communication and computer skills. Good emotional intelligence is also necessary given the Administrative Support Officer is usually the first point of contact for young people accessing the centre.

The **headspace** Administrative Support Officer role interacts with everyone who works at **headspace** is required to have highly developed interpersonal skills to manage demands from staff, interactions during challenging time pressured periods, and interactions with young people and their families.

headspace operates on a near 100% paperless principle where all central processes are managed electronically. This includes Medicare billing, scheduling, room allocation, internal and external communication, rostering, and financial processing. The role is responsible for maintaining Excel spreadsheets (e.g. registers), establishing MDS surveys (HAPI app on the iPads) and extensive use of the Electronic Medical Record (EMR) system (Mastercare).

2. ORGANISATIONAL INFORMATION

2.1. Flourish Australia

Flourish Australia works in local communities to help people on their mental health recovery journey. Our services are designed to support people in the way that suits them best, whether that's through help finding a place to live, a job that's fair and rewarding, or more structured services to assist day-to-day living.

Our Vision

To enable full participation within a diverse and inclusive community.

Our Mission

To work in the community with people with a mental health issue or psychosocial disability, their families and carers to provide recovery-orientated supports and resources

Our Values

- **People focused** – we place the individual person with a mental health issue at the core of everything we do
- **Realisation of hopes and dreams** – we work with people to realise their hopes and dreams as central to their recovery journey
- **Excellence** – we are committed to excellence in everything we do;
- **Diversity** – we are inclusive and value the diverse backgrounds of our consumers and staff
- **Partnerships** – we work in partnership with our consumers, other service providers and the community
- **Ethical behavior** – we ensure that our actions are ethical, responsible and professional
- **No wrong door** – we are committed to responding to any request for help either directly or through a direct link to an alternative service.

2.2. headspace National

headspace, established in 2006, is making a difference to the lives of thousands of young Australians by:

Giving young Australians the opportunity to seek help early: Thousands of young people have been assisted through our **headspace** centres Australia wide.

Bringing together local health services under the one roof: Reform of local mental health and substance use service systems are being driven by the funding that **headspace** has provided to local communities. Services such as mental health, vocational and alcohol and other drug services come together in our **headspace** centres.

Making it easier for young people and their families to find the information they need: Designed to be youth-friendly and easy to navigate, **headspace's** website is fast becoming the first port of call for people seeking information about youth mental health and wellbeing issues and services within Australia.

Reviewing evidence and interventions to provide Australians with the most up-to-date information on youth health: **headspace's** Centre of Excellence is undertaking a systematic

review of Australian and international evidence on interventions for mental health and substance use disorders in young people aged 12-25 years.

Providing opportunities for young people to have input into the development and delivery of headspace services.

Creating awareness and educating young people about how to get help: A successful ongoing social marketing strategy has resulted in **headspace** having a distinct identity and profile in the Australian community.

Training professionals how to work with young people: Professionals from a variety of settings across different **headspace** communities are provided with training in youth-specific psychosocial assessments and strategies for the effective engagement of young people.

In providing services headspace is:

- **Compassionate** – We are caring, focussed and respectful of others
- **Inclusive** – We value a diversity of opinion and background
- **Responsive** – We are agile, flexible and move rapidly
- **Passionate** – We care about what we do and enjoy what we do
- **Leaders** – We are innovative, thought leaders and valued partners.

For more information about headspace, please visit www.headspace.org.au

2.3. About headspace

Flourish Australia has collaborated with the other local services to form **headspace**. **headspace** is based on a commitment by all agencies involved to work in partnership to improve outcomes for young people aged 12-25 years (and their families) affected by mental health and/or alcohol and other drug (AOD) issues. The shared principles of a client centred, community orientated approach will deliver sensitive, accessible and quality services for the target group.

The **headspace** mission is to *“promote and facilitate improvements in the mental health, social and emotional wellbeing and economic participation of young people aged 12-25.”*

headspace is a youth friendly centre that provides services across four core streams; primary health care, mental health, alcohol and other drug (AOD), and social/vocational services. The clear intention is to significantly increase the number of young people that are identified and responded to with evidence based interventions, at a much earlier stage.

3. KEY RESPONSIBILITIES/OUTCOMES

Service Delivery

- Provide day to day office assistance to the operations of **headspace**;
- Build rapport and promote a positive attitude towards local young people;
- Provide a full range of reception services, including meeting and greeting of visitors whilst maintaining a clean, safe and inviting environment for visitors;
- Coordinate the registration process for staff attendance at training and conferences;
- Answer and appropriately direct incoming telephone calls;

- Make appointments for young people to see clinicians, including SMS reminders and maintain waiting lists;
- Process MBS claims and coordinate the Medicare billing and client booking system;
- Word processing and data entry as required;
- Collection, copying and filing of client and clinician resources;
- Assist with the coordination of meetings and teleconferences, meeting agendas and minutes, ensuring strict confidentiality at all times;
- Take and transcribe minutes of meetings, develop and maintain form letters and report templates for use within the service.

Overall, perform duties as the main point of contact for the office for all administrative matters, and as otherwise specified by the Clinical & Operations Manager and/or the Clinical Practice Manager.

Governance

- Actively assist in progressing the development of the service, in line with the Strategic Plan and client demand as instructed by the Clinical and Operations Manager, **headspace** program at a local level.
- Assist in internal and external audits of service delivery as directed.
- Ensure compliance with timeframes and directions and proactively manage workload and work duties.
- Assist with continuous quality improvement activities within the Flourish Australia and **headspace** quality assurance frameworks.
- Respond to any complaints in line with the Flourish Australia Grievance and Dispute Resolution Policy.
- Participate in Flourish Australia and **headspace** team meetings, planning activities and organisation-wide quality assurance activities.
- Represent Flourish Australia and **headspace** at events, as appropriate.

Workplace Health & Safety (WHS)

- Assist to ensure a safe workspace and safe working practices by attending orientation and refresher training in relation to WHS policies and procedures, assist with regular safety audits; ensure that all incidents/accidents are recorded and notified in line with policies.
- Ensure the office is compliant with relevant WHS legislation and Flourish Australia policies and procedures in relation to WHS, including fire safety, testing and tagging of equipment, and other relevant procedures.
- As an employee, work in a healthy and safe manner and encourage others to do the same; comply with all warning and safety signage; report or rectify any unsafe conditions; adhere to Flourish Australia WHS policies and procedures.
- Comply with all legal, professional, financial, and employment obligations and comply with Flourish Australia policies and procedure.

4. SELECTION CRITERIA

The following minimum criteria must be met for consideration for this position:

Essential

SC1. Qualifications:

Possession of qualifications in business management, administration, finance, or human resources.

SC2. Experience:

Have a minimum 3 years of experience in a similar role.

SC3. Knowledge:

Able to demonstrate an in depth knowledge of allied health/ medical practice management.

Have a clear understanding and knowledge of Medicare billing, Electronic Medical Records, and the Australian health system.

Comprehensive computer knowledge or be required to use a computer on a regular basis.

SC4. Team work:

Able to demonstrate the importance of and have a clear and strong understanding of the value of team work.

Have excellent interpersonal and communication skills and an ability to impart knowledge in a learning environment

SC5. Professionalism:

Have well-developed computer literacy, including demonstrated experience with report writing and electronic client information management systems.

Desirable:

- Understanding of the Australian health care system, key issues in primary health care, the mental health service system, including the range of professionals that work within, or come into contact with, the mental health sector.
- Knowledge and understanding of relevant legislation, policies and strategic directions of private allied health services.
- Knowledge of local youth / health / medical sectors.
- Postgraduate qualifications in business, administration, or human resources.
- Experience in private practice settings.

5. JOB COMPLEXITY, SKILLS, KNOWLEDGE

5.1 Level of Supervision/Independence

- Capable of functioning autonomously, and prioritising own work within established policies, guidelines and procedures.
- Responsible for work performed with a substantial level of accountability and responsibility.
- Individuals will have access to regular reflective practice sessions.

5.2 Problem Solving and Judgement/Risk

- Provide some input regarding the implementation and delivery of the **headspace** service and associated business model.
- May help design business/ operational systems based on sound judgement.
- Will contribute to the implementation of policies and programs.
- Possesses well-developed administrative skills and problem solving abilities
- Advice is available on urgent, complex or unusual matters.

5.3 Professional and Organisational Knowledge

- Successful applicants will have knowledge in the area of office management and systems that maximise productivity and performance in an allied health setting.
- Knowledge of relevant statutory business requirements.
- Extensive knowledge of Medicare billing and payments to private allied health and medical contractors.

5.4 Breadth of the position

- May be involved in associated projects.
- May be required to participate in and prepare the service for an audit (Government and non-Government audits).

6. POLICIES AND WORKPLACE PRACTICES

All **headspace** employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that, at all times, employees will:

- Be respectful towards the organisation, colleagues, clients and the general public.
- Be cognisant with and uphold the objectives and philosophy of **headspace**
- Act collaboratively with all colleagues
- Act in a safe and responsible manner at all times.

Appointments will be subject to satisfactory Australian residency, Working With Children Check, and National Criminal Record checks.

7. Agreement

I, _____, have read and understand my obligations as the **headspace** Administrative Support Officer with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia's policies and procedures.

headspace Administrative Support Officer

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to Human Resources.