

Position description

Operational Support Officer- Intake

Section A: Position details

Position title:	Operational Support Officer - Intake
Employment Status:	2x Part time positions available : 0.8 FTE & 0.6FTE
Classification and Salary:	CSS Level 2 Band 1, \$57,960 (pro rata)
Location:	Urgent Mental Health Care Centre – Adelaide CBD
Hours:	7 day rotating roster
Contract details	Maximum Term contract until 30 October 2022 with likely extension until 30 September 2024 subject to funding. 6-month probation (where applicable)

Organisational context

The Neami Group provides community-based recovery and rehabilitation services that support people living with mental illness to improve their health, live independently and pursue a life based on their own strengths, values and goals. Our vision is full citizenship for all people living with a mental illness in Australian society. Our mission is to improve mental health and wellbeing in local communities across the country.

The Neami Group is made up of the organisations Neami National and Mental Health and Wellbeing Australia (Me Well). Neami National is one of Australia's largest and most innovative mental health providers and in 2017, Neami National celebrates 30 years' of supporting people living with mental illness. Established in 2016, Me Well is a wholly owned subsidiary of Neami National and a provider of specialist mental health services under the National Disability Insurance Scheme (NDIS).

The Neami Group is committed to demonstrating the highest standards of safety and quality across all of our services. Quality, safety and clinical governance activities are key components of the role and responsibilities of all staff and an essential process in the provision of safe and high-quality support services.

We acknowledge and value diversity and inclusion – we know that it makes our teams, services and organisation stronger and more effective. We are a smoke free organisation.

Position overview

The Urgent Mental Health Care Centre (UMHCC) Operational Support Officer is an exciting new role responsible for service administrative and frontline support in the establishment, implementation and ongoing delivery of South Australia's first Urgent Mental Health Care Centre. The UMHCC is based on our formal partner, RI International's (RII) "Crisis Now" movement and their international leading lived experience, high engagement, multi-disciplinary crisis model offering an alternative to Emergency Department presentations.

This role will have specific responsibility for ensuring high quality frontline services including welcoming consumers and carers seeking care at the UMHCC, responding to service enquires and ensuring consumer data is maintained to high standard.

The Operational Support Officer - Intake will support and contribute to the delivery of high-quality services to consumers by ensuring that staff operating within the UMHCC are provided with office administrative support that is flexible and responsive to their needs.

Period of employment

Part Time positions - Maximum Term contract until 30 October 2022 with likely extension until 30th September 2024 subject to funding. This position is subject to a 6-month probationary period, if applicable.

Accountability

The Operational Support Officer is accountable to the Service Manager, Urgent Mental Health Centre

Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – CSS Level 2 Band 1 (pro rata).

A number of benefits are available to staff, including generous salary packaging with rewarding NFP fringe benefit tax exemptions.

Core requirements prior to any offer, or commencement of employment:

Police check	Criminal record checks are mandatory for all new appointments. Neami National will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant
Working with Children check	A valid Working with Children check must be supplied by all new employees
Car licence	A valid Australian driver's licence (P plate or above) must be supplied by all new employees.
Qualifications	Certificate 4 in Health Administration
Right to work within Australia	You must maintain a right to work in Australia, in the position and location of employment during your employment with Neami. You must comply with all terms of any such grant of a right to work in Australia.

Section B: key responsibilities

Carry out daily Operational Support Tasks

- Consumer database data entry
- Coordinating meeting room, venue and catering bookings as required
- Assisting operational support audit and compliance processes

- Orienting new site staff to administrative systems
- Performing reception duties as welcoming consumers and carers to the UMHCC
- Word processing and spreadsheet development
- Undertake an administrative check of all referrals to ensure they are complete
- Maintain electronic client records
- Exercise confidentiality
- Assist in the preparation of reports and analysis of data as required
- Assist in released approved data requests to external stakeholders as required and with direction from Service Manager UMHCC
- Additional duties as required, depending on site needs – examples might include office maintenance coordination and compiling information for reports to funders

Participate fully as a team member

- Actively participate in reflective practice through team meetings, decision-making processes, supervision and staff development activities
- Support Neami National efforts in reducing our impact on the environment and work towards a sustainable future

Section C: key competencies

Creating diverse staff teams

The values, skills, attributes and commitment of our staff are key to our success and reputation as a national mental health service that provides high quality support services to people living with a mental illness.

We are strongly committed to further developing and diversifying our work force as part of our strategic directions.

We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, and those with lived experiences of mental illness and recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

The following competency criteria will inform our selection decision:

Adhering to principles and values

- Demonstrates integrity and credibility, and fosters open honest communication
- Demonstrates commitment to the organisation and its values
- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope

Working with people, building relationships

- Adapts to the team and contributes to a positive team dynamic
- Clearly and effectively conveys information verbally to staff and guests
- Adapts communication style to meet the needs of others and takes responsibility for understanding what others are saying

- Relates to people in an open, friendly and professional manner, demonstrating courtesy, tact and empathy
- Shows respect and sensitivity towards diversity
- Clearly conveys organisational knowledge, providing others with clear direction
- Establishes professional respectful relationships that have clear boundaries with staff and other services
- Speaks clearly and fluently and writes succinctly in a well-structured and logical way

Planning, organising and analysing

- Follows procedures and policies, demonstrating an understanding of the broader organisational context
- Applies knowledge of practices, policies and processes to ensure effective and efficient administrative processes
- Structures and organises administrative tasks to ensure the effective and efficient operation of the office
- Understands newly presented information and is proactive about learning tasks
- Manages time and prioritises tasks effectively to meet deadlines
- Takes initiative, acts with confidence and works under own direction
- Plans activities and projects well in advance and takes account of possible changing circumstances
- Demonstrates the ability to work effectively while managing a range of tasks
- Probes for further information for a greater understanding of a problem and produces workable solutions to a range of problems
- Has an eye for detail and completes tasks accurately and efficiently

Adapting and responding to change and coping with challenges

- Adapts to changing circumstances and responds to the reactions and feedback of others
- Accepts feedback, reflects, learns and makes changes
- Maintains a hopeful and positive outlook during challenging times at work
- Self regulates emotions and reactions to enable the display of a calm demeanor in any working environment

In addition you will need:

- Sound knowledge of the Microsoft Office Suite (including email and internet) and proven experience working in a computerised environment
- A high level of energy, enthusiasm and flexibility, along with a commitment to team work and a willingness to learn about Neami
- Demonstrated high level of verbal and written communication skills and an ability to use initiative and work effectively to time lines
- Demonstrated ability to work effectively while managing a range of tasks; and the skill to organise and prioritise tasks on a daily, weekly and monthly basis
- Proven ability to solve problems by collecting the right information, analysing the information, developing a solution and evaluating the success of the solution