

## Position Description

<b>Position title:</b>	Administration Support Officer – headspace (Trainee)
<b>Salary:</b>	Dependent on skills and qualifications
<b>Classification:</b>	Dependent on skills and qualifications
<b>Award:</b>	Health Professionals and Support Services Award 2010 and Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
<b>Hours:</b>	45.6 hours per fortnight
<b>Position tenure:</b>	Fixed term part time
<b>Employee benefits:</b>	<ul style="list-style-type: none"> <li>• Access to discounted private health insurance</li> <li>• Salary Packaging (including novated leasing)</li> <li>• Health and Wellness Guidance and Activities</li> </ul>
<b>Location:</b>	headspace Morwell
<b>Reports to:</b>	Manager headspace Morwell and Youth Services
<b>Program:</b>	headspace

### Why choose this role at Latrobe Community Health Service?

At Latrobe Community Health Service you'll be part of a positive and passionate workplace.

We're dedicated to providing you with career opportunities through work that is rewarding and meaningful within the community.

You'll be joining an organisation that provides an incredibly wide variety of health and community programs and services, across a range of regional and metropolitan areas in Victoria.

Our integrated services model connects you with other professionals for rewarding career experiences. Our focus on continued growth provides you with access to a satisfying career.

You can learn more about Latrobe Community Health Service at [www.lchs.com.au/careers](http://www.lchs.com.au/careers)

***Scope of role:***

headspace Morwell is a comprehensive and free youth service that provides a range of mental health and support programs to young people and their families. It is part of Latrobe Community Health Service.

The Administration Support Officer – headspace (Trainee) is part of the headspace team and works to provide professional and confidential administration services to support effective service delivery and day-to-day functioning. This role is pivotal in ensuring the service is perceived by young people as accessible, youth friendly and welcoming.

The Administration Support Officer – headspace (Trainee) is responsible in providing reception and administrative support to all members of the headspace centre team in order to facilitate a high level of care for young people.

The role will provide reception support to various clinical staff to ensure the smooth running of the service. The Administration Support Officer – headspace (Trainee) is generally the first point of contact with the public.

The Administration Support Officer – headspace (Trainee) shall complete an approved certificate/diploma and undertake on the job learning to build the trainee's capability and competency in administration. The incumbent shall complete the certificate/diploma within their fixed term employment agreement.

***Key objectives, duties and responsibilities***

**Administration and Service Delivery**

- Provide accurate, timely and efficient administration support to the headspace program as directed.
- Be the first point of contact to clients, staff and other service providers when presenting to headspace.
- Attend to clients in a professional, welcoming and efficient manner.
- Answer incoming telephone calls ensuring enquiries are screened and channelled to the appropriate area and messages are recorded.
- Coordinate appointments, including making appointments, managing client arrivals and rescheduling/cancelling appointments where required.
- Reception service to clients for Needle and Syringe Program.
- Promote LCHS services to clients, community members and other service providers.
- Maintain and update promotional material in LCHS reception areas.
- Maintain headspace asset register. Ensure that all counselling rooms, medical rooms and stationary cupboards are adequately stocked and reorder items when necessary.
- Provide secretarial support for the headspace Consortium.
- Manage and escalate complaints within scope of knowledge. i.e. refer client to the appropriate person, or LCHS complaints options.
- Other duties as deemed appropriate by the Manager.

**Record keeping, reporting and finance support**

- Provide assistance to coordinate documentation, filing and records. Keep process in line with organisation policy and procedures.
- Maintenance of the system for accounting for monies earned and expended through service provision, including:

**Human Resources, Site Management and Workplace Health and Safety**

- When required, provide administrative assistance to Manager - headspace regarding recruitment processes for position vacancies including, help schedule interviews with candidates, interview preparation and submitting recruitment requests. Support operation and communication between private practitioners, clinicians and administrative staff.
- Liaising with the Facilities and Fleet team regarding building maintenance tasks such as organising cleaning staff, obtaining quotes and coordinating maintenance work as required.
- Report equipment failure, ICT system failures, maintenance requirements and issues relation to Work Health and Safety to the relevant source within the organisation.

**Selection criteria:**

Applicants must address the selection criteria for consideration.

1. Understanding or willing to learn administration processes.
2. Ability to relate and engage with young people or persons and understanding of the key issues that impact on local young people.
3. Demonstrated ability to work autonomously and as part of a team; ability to problem-solve, have attention to detail and maintain confidentiality.
4. Demonstrated interpersonal verbal and written communication skills and the ability to relate appropriately with staff, management, consumers, and other stakeholders.
5. Ability to use computer applications and Microsoft Office. Ability to learn new technologies or programs, such as electronic consumer billing, booking and record systems, or other software or online systems.

**Job requirements:**

Applicants must meet the following job requirements:

**Mandatory:**

1. Willingness to undertake and complete a Business Administration Certificate as per traineeship obligations.
2. Latrobe Community Health Service complies with infectious disease control and immunisation requirements under legislation. This position is classified as a **Health Care Worker B**. Evidence of immunisation history must be provided prior to confirmed appointment.

**Organisational Responsibilities:**

1. MARAM Tier 4;
  - ≡ Uses information gained through respectful, sensitive and safe engagement with services users to identify and manage risk associated with family violence for women and any accompanying children.
  - ≡ Contributes to information sharing with other services (as permitted by the Victorian Child Safety Information Sharing Scheme and Family Violence Information Sharing Scheme) in order to assess and manage risk of family violence or promote the wellbeing or safety of children.
2. A satisfactory criminal record check (Police Record Check) from the Australian Federal Police or country of residence will be undertaken prior to appointment. This will be updated every three years.
3. Prior to appointment, credentialing documentation must be completed and verified.
4. Prior to appointment, preferred applicants must disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.
5. This Position Description and Letter of Agreement will be reviewed from time to time in keeping with changing requirements.

*We are a diverse and inclusive workplace. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally diverse backgrounds and identities, LGBTIQ+ people, people with a lived experience of disability and service personnel and their families, to name a few. We will make reasonable adjustments when required.*

<b>Approved (Job title):</b>	Executive Director Aged and Community Care
<b>Date:</b>	31 May 2021

***Incumbent statement***

I have read, understand and accept the Position Description and this Position Description Attachment

Incumbent's Name: \_\_\_\_\_

Incumbent's Signature: \_\_\_\_\_

Date:    /    /

