

POSITION DESCRIPTION

Position Title	Operational Support Officer
Reporting To	Service Manager
Employment Status	Part Time, Maximum Term Contract until 30 June 2022
Classification	Corporate Support Services, Level 2
Team/Service	Links to Wellbeing
Direct Reports	Not Applicable
Date	January 2022

POSITION OVERVIEW

The Operational Support Officer will work in a multi-discipline team for the provision of mental health administration support. The Operational Support Officer will provide effective and efficient administration support for all Mental Health Programs.

The Mental Health Operational Support Officer will be responsible for the proactive administration of the Links to Wellbeing mental health programs. The role involves booking appointments, a strong focus on client centred care, liaising with patients, reception duties and supporting the clinical team and management.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Administration

- Provide effective and efficient administration with processing of all referrals to required time frames
- Provide clients with first appointment letters, send SMS reminders, fax closures, Send DNA Letters, Send Evaluation Letters, record notes and cancellations in Mastercare
- Changing of appointments and follow up with Medicare
- Customer service skills
- Data entry skills
- Ability to work unsupervised and use initiative
- Capacity to represent the organisation in a professional manner
- Well-developed communication skills, both written and verbal

Customer Service

- Provide proficient internal and external customer service at all times and ensure client confidentiality is totally maintained

- Attend to all mental health enquiries, internal and external, by phone, email, and fax
- Provide clients and GPs with information on services and the referral process

Data Processing

- Enter referrals accurately daily in line with organisations Policy and Procedure
- Accurate and timely processing of mental health referrals into Mastercare, for all programs to ensure all reporting requirements are met

Clinical Support

- Assist the Mental Health Clinical Leadership Group and Clinicians with their enquiries daily, assist with seamless communication from clients to clinicians
- Provide administration support to the Mental Health Clinical leadership group and Clinicians

Reception

- All phone calls and emails are handled in a courteous, friendly, and effective manner or by the appropriate redirection of callers and emails as required
- All visitors are greeted in a professional manner upon arrival
- Provide relief of reception when required

Continuous Improvement

- Staff meetings and training are attended to ensure kept up to date with information
- Participate in the Operations Portfolio commitment to continuing professional development by attending team and staff meetings, and staff training, and development as required

Maintain Records and Resources

- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up to date
- Commitment to understand service consumer data requirements and to collaborate with consumers to gather relevant data
- Consideration of individual and aggregated consumer data to inform practice and continuous service improvement

ORGANISATIONAL ACCOUNTABILITIES

- Act always in accordance with the Neami National code of conduct
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes
- Ensure risks are identified, reported, documented, and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values
- Actively engage in Professional Development opportunities and embrace learning opportunities
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers, and carers.

- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- A valid and current Australian Driver's license
- A valid and current Working With Children Check
- A valid and current Vulnerable Person Clearance check
- Broad based experience in administration
- Sound knowledge of the Microsoft Office Suite (including email and internet)

Desirable

- Certificate III or IV in Business Administration or demonstrated experience in a similar position
- Sound knowledge of the Microsoft Office Suite (including email and internet)
- Experience working in a mental health or social services setting is desirable

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood, and accept the responsibilities and accountabilities as outlined above in this position description.