

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 Community Care Unit (CCU) team and community in order to facilitate a high level of care for persons receiving support at the service.</p> <p>The Administration Support Officer is generally the first point of contact for resident enquiries and visitors to the service. This role provides professional and confidential administration services to support effective service delivery and day-to-day functioning. The Administration Support Officer will ensure exceptional customer service and clients and internal stakeholders experience a service that is accessible, friendly, welcoming and responsive.</p>
Position reports to	Service Manager
Mind classification level	SCHADS Level 2
Stream	Sub-Acute Residential, Queensland
About the service	<p>The Community Care Units (CCU) program provides intensive treatment and recovery support in a residential setting (for up to two years) to help people stabilise their mental health and gain the skills necessary to move back into the community.</p> <p>Clients are provided care by a 24/7 clinical team as well as Mind staff who focus on supporting the development of social and daily living skills and building confidence to live independently. The program provides one-to-one peer support as well as group peer-led activities. The service also works to support family and carers in the transition from hospital to community.</p>
Position description effective date	January 2022

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, ages, spiritualities and backgrounds. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with a lived experience of mental ill-health and recovery, people living with disability, those who identify as LGBTIQ and applicants from culturally and linguistically diverse backgrounds.



Responsibilities	
General administration support	<p>Reception:</p> <ul style="list-style-type: none"> • Reception duties including answering phones, booking and confirming appointments and other scheduled supports for clients. • Meet and greet clients and visitors and provide exceptional customer service. • Attend to all incoming phone calls in a prompt and courteous manner. • Provide information to residents and other stakeholders presenting to the service, ensuring that all enquiries are dealt with in a confidential and sensitive manner. • Assist in the set up and pack up of office areas ensuring the rooms and storage 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 Service Manager to identify, establish, improve and maintain administrative processes. • Ensure all reporting and correspondence is timely, high quality and meets the needs of referring teams, contractors and clients. • Maintain efficient office systems, secure storage, data inputting, and effective retrieval of CCU data, resources and documents. • Assist in administrative functions for meetings and events, including scheduling, catering, and developing and disseminating agendas and minutes. • Manage and submit invoices, debtor invoice requests, and other finance documentation to the relevant Finance team. • Coordinate incoming and outgoing mail. • Oversee and maintain a range of administrative functions at the centre, including IT services and support, stationery and service supplies, equipment management and maintenance and facilities management. • Assist in taking minutes for stakeholder meetings.
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.
Teamwork	<ul style="list-style-type: none"> • Develop and maintain positive and effective working relationships with a broad range of people and organisations. These relationships need to be pleasant, courteous, highly professional and able to interact with a wide and diverse client group. They must positively



	<p>represent Mind Australia to the public, community, government and other organisations.</p> <ul style="list-style-type: none"> • The Administration Support Officer will work proficiently in a fast-paced environment and collaboratively with all CCU staff, including clinical partners. • The Administration Support Officer will operate according to the CCU model of care and in alignment with the business and strategic plans of the service. • Work effectively and cooperatively as a member of the team, in accordance with the values of Mind Australia. • Support the Service Manager, Team Leader and all other staff to provide a consistent approach to services to clients and their families. • Actively participate in team meetings, including taking minutes and disseminating agendas and minutes.
Relationship management	<ul style="list-style-type: none"> • Build and maintain strong relationships and communication with other Mind business areas including Finance, Human Resources, Payroll, ICT Services, clinical partners, including the clinical team, and other health service teams that interact with the service.
Data entry and analysis	<ul style="list-style-type: none"> • Provide timely and accurate data entry to support team functions and service management. • 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.
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. • 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.
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

- 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 administrative experience in Social Services, Community Services, Health Care or Medical.
Knowledge, skills and experience required	<ul style="list-style-type: none"> • Comprehensive customer service and data entry experience, preferably in Social, Community Service or Health Care settings. • Stakeholder management and strong communication skills. • Strong analysis and data understanding and able to work with large datasets. • Strong Microsoft Office skills particularly Excel data manipulation. • Microsoft Dynamics experience is highly desired as well as Excel data manipulation and CSV file handling. • Maintain personal integrity in handling sensitive client data. • Highly effective interpersonal skills, ability to positively contribute to the team and organisation culture. • Exceptional 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. • Broad experience with prioritising, delegating and negotiating work for multiple stakeholders. • Ability to work both autonomously and collaboratively, showing initiative and flexibility. • Ability to prioritise tasks and meet deadlines essential. • A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is 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.

To learn more about Mind visit mindaustralia.org.au



You can also watch our Great Minds series of videos by visiting www.youtube.com/mindaustralia

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