

Our Vision

A compassionate society that takes an informed, health-first approach to alcohol and other drugs

Our Mission

To empower individuals, families and communities to maximise health and wellbeing by working in partnership and without judgement

Our Values



Position Description

Position Title:	Administration Officer and Receptionist
Program:	Bega Mental Health Hub
Classification	Community Services Employee Level 2
Position Reports To:	NSW Regional Manager
Position Outline:	This position will provide a wide range of administrative and operational support to the Directions Health Bega Services, which include the Bega Mental Health Hub and SHaWS AOD Hub, in addition to other Directions programs as required. The position will form part of a multidisciplinary team, providing a warm and welcoming reception to clients as well as delivering high quality administrative support to the Directions teams at the site and other outposts.

Key Accountabilities

- ❖ Provide a warm and welcoming service for people and services accessing our service (either by self-referral, family/carers/natural supports, or other service providers)
- ❖ Oversee the Bega Hub's administration tasks such as timely processing of referrals
- ❖ With support from the NSW Regional Manager, Team Leaders and Facilities Coordinator, support facilities and fleet management for the Bega Hub, including outreach locations, and other locations as required.
- ❖ Support HR in the coordination of staff professional development requirements
- ❖ Support accurate and timely data collection
- ❖ Provide Bega Hub clients, family members and referrers with accurate information regarding Directions' services and other local supports as needed
- ❖ Register new clients in information management systems, maintaining professional standard in relation to confidentiality, boundaries, and maintenance of client records
- ❖ Participate in ongoing quality improvement and safety framework

Duties and Responsibilities

- Maintain accurate individual client files and databases in accordance with the policies and procedures of the service
- Foster and maintain relationships with other Directions programs and external stakeholders to ensure good communication flow and clear referral pathways
- Provide a wide range of administrative support including, but not limited to:

- Provide a warm and welcoming reception to clients, and their families/carers/natural supports accessing support at the Bega Hub
- Escalate care to appropriate team members as needed
- Book and reschedule appointments, maintain records and reports
- Make recalls, follow up appointments and reminder calls
- Monitor 'no-shows' and 'did not attends' and follow up with respective Team Leader
- Undertake referral follow up and facilitate referrals, as directed
- Liaise with referrers/GPs and external organisations
- Undertake general administrative duties such as answering telephones, scanning and photocopying
- Attend to enquiries regarding the Bega Hub
- Work collaboratively within programs
- Support outcomes data collection and entry
- Assisting the team with data entry and procedures
- Assist with circulating agendas and taking minutes
- Liaise with other internal staff as required
- Coordinate production and distribution of print materials of Directions services located in the Bega Valley
- Provide administrative support to fleet and facilities operations by coordinating bookings and maintenance, maintaining accurate records and registers, liaising with contractors and staff, and supporting compliance with safety and organisational policies.
- Liaise with People and Culture regarding professional development requirements for staff working in the SHaWS and the BMHH to ensure compliance with mandatory training as per Directions policies and procedures.
- Report to and work collaboratively with the NSW Regional Manager, NSW Executive Director, SHaWS and BMHH Team Leaders, and other Team Leaders as needed.
- Undertake training and professional development opportunities as required
- Participate in staff meetings and promote and maintain a positive and cooperative work environment and culture

Selection Criteria

1. Qualifications and Experience

- Minimum Certificate IV in Business Administration (or equivalent qualification) or currently working towards.
- Experience in an administrative setting
- *Highly Desirable: Experience in mental health, AOD and/or community services*

2. Skills, Knowledge and Capabilities

- Excellent interpersonal, oral, and written communication skills
- Excellent administrative and organisational skills with strong attention to detail
- Demonstrated proficiency in systems and record keeping processes
- Intermediate or advanced level in Microsoft Office Word and Excel
- Demonstrated professionalism - is reliable, has a strong work ethic and is extremely well organised
- Ability to work effectively with minimal supervision and to manage own workflows

3. Behaviours

- A commitment to the mission and values of the organisation
- Ability and a commitment to effectively engage with staff, and with clients from a marginalised background, in a non-judgemental courteous and respectful manner
- A 'can do' attitude and willingness to assist wherever needed

4. Other Requirements

- First Aid and CPR
- Employment is subject to a satisfactory AFP National Police Check and NSW Working With Children Check
- Australian Citizenship or suitable rights to work in Australia
- A current Driver's Licence

Directions is a Non-Government Not for Profit Organisation funded by the Commonwealth and ACT Governments, and all positions and employment agreements are subject to the availability of funding.

I acknowledge that I have read and understand the duties and responsibilities required of me in this position and that my supervisor will provide any further clarification required.

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Employee Signature

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Date