

## Position Description

<b>Position Title</b>	Operational Support Officer
<b>Reporting To</b>	Clinical Service Manager
<b>Employment Status</b>	Part Time Maximum Term
<b>Classification</b>	SCHADS Level 2
<b>Team/Service</b>	Neami Mental Health and Wellbeing Service – Latrobe
<b>Direct Reports</b>	N/A
<b>Date</b>	May 2026

### PROGRAM OVERVIEW

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Neami's Mental Health and Wellbeing Service (MH&WS) is an innovative solution to deliver on the compelling vision outlined through the recommendations of the Royal Commission into Victoria's Mental Health System (RCVMHS). Delivered in partnership with Uniting and Drummond Street Services (Drummond St), MH&WS brings together three organisations that are leading providers with extensive experience and success in the delivery of community-based care.

Neami Mental Health & Wellbeing Service provides a 'no wrong door' approach to support members of the community to be connected to the right support. The centre provides a holistic approach to care, addressing a range of social, physical, and emotional needs informed by the Collaborative Relational Practice (CRP). Neami Mental Health & Wellbeing Service have a strong focus on lived experience and support a high engagement, transdisciplinary team model.

The Neami MH&WS operates Monday to Saturday, and on Sundays by appointment.

### POSITION OVERVIEW

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The Operational Support Officer (OSO) is an integral member of the team and will contribute to the cohesive and efficient running of the program. The OSO provides high level customer service and administrative support that is flexible and responsive to program needs.

## **THE POSITION**

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### ***Key position Responsibilities, Duties and Accountabilities***

#### **Customer Service**

- Respond to consumers, suppliers and/or other enquiries within own service area utilising a high degree of interpersonal skills.
- Liaise in a professional manner with external providers including contractors and other program stakeholders as required.
- Work in alignment to Neami's Collaborative Relational Practice (CRP) Framework.
- Provide program information to consumers as required.
- Provide site reception duties and engage with consumers in a welcoming empathetic manner as per program requirements.
- Timely and accurate recording and distribution of messages to relevant staff including administration of centralised incoming mail/voicemail.
- Support consumers with completion of program registration as required.
- Input consumer demographic and registration information into relevant database/s.
- Book appointments requested by consumers and/or staff as required.

#### **Administration and Service Support**

- Coordinate site maintenance and site activities as required.
- Prepare papers for meetings and minute take as required.
- Monitor and order stationery, IT equipment, office supplies and other consumables.
- Assist in the coordination of reporting and data requests as required.
- Assist to identify, establish, improve and maintain administrative processes.
- Familiarise new site staff with administrative systems.
- Support onboarding/offboarding requirements for program staff.
- Assist with operational support audit and compliance tracking.
- Provide basic system query assistance for service site colleagues as required.
- Coordinate meeting room, venue and catering bookings.
- Coordinate travel arrangements as required.
- Prepare relevant invoices for finance to process as required.
- Coordinate credit card reconciliations as required.
- Support fleet management requirements including vehicle bookings, maintenance and permits.
- Coordinate consumer brokerage requirements.
- Coordinate incidental office expenditure/reimbursement requirements.

#### **Participate Fully as a Team Member**

- Collaborate closely with team members to support continuity of care and a quality, comprehensive service for consumers and carers.

- Assist the team to regularly evaluate the effectiveness of the service in consultation with consumers.
- Engage with your supervisor in completion of a probation assessment, an annual performance review, regular supervision and a corresponding training and development plan.

## **Records Management**

- 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**

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- Act at all times in accordance with the Neami National Code of Ethics.
- 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 improvement 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.
- Have a commitment to the safety and wellbeing of children and young people.
- Work in line with Neami Credentialling and Scopes of Practice Policy and related procedures, including working within your individual scope of practice.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed.

## **THE PERSON**

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### **Experience, Knowledge, Qualifications, Skills and Attributes**

#### ***Essential***

- Experience in providing administrative support.

- Strong written and verbal communication skills.
- Proven ability to work effectively and cooperatively as a member of a team and autonomously with minimal supervision.
- Excellent time management skills with an ability to organise and prioritise work tasks effectively.
- Ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations.
- Strong attention to detail and ability to complete tasks accurately and efficiently.
- Ability to relate to people in an open, friendly and professional manner.
- Strong emotional resilience including the ability to sit with discomfort, distress and people in crisis.
- Sound computer literacy (including Microsoft Teams, Word and Excel).
- A valid Working with Children Check

### **ACKNOWLEDGEMENT OF POSITION DESCRIPTION**

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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.