

<b>Position title</b>	Reception & Administration Assistant	<b>Reference</b>	hs administration
<b>Reporting to</b>	Admin Team Leader	<b>Location</b>	Casuarina & Palmerston
<b>Division</b>	Mental Health	<b>Section</b>	headspace
<b>Approved</b>	Director Mental Health	<b>Date</b>	June 2024
<b>Comments:</b>	This position is permanent part time (4 days per week) and will work across both Darwin and Palmerston.]		

## Organisation Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. We demonstrate our values of Hope, Kindness, Respect, Fairness and Integrity through strength-based and trauma informed practice, cultural respect, child safety, social justice, community development and partnerships. Anglicare NT was formed by the Anglican Diocese of the NT to respond to the social needs of our diverse communities.

## Purpose of the Position

You will provide timely, professional, and culturally appropriate reception and administration support to all young people, visitors and contractors accessing headspace. headspace is a busy youth mental health service providing mental health, physical health, sexual health, and vocational services to young people aged 12 to 25 years.

The reception and administration assistant will work as part of a team to provide seamless administration support. You will be required to answer incoming calls and provide telephone services; assist with booking appointments, creating referrals, and uploading confidential information to medical records, assist with financial functions and monitor the use and maintenance of fleet and facilities.

## Selection Criteria

### Position Specific Requirements

1. Three years' experience in a reception or office administration role; preferably in a medical setting.
2. Demonstrated ability to work sensitively and effectively with a wide range of people while ensuring interactions are appropriate and respectful.
3. Excellent time management skills with the ability to multitask and prioritise competing deadlines.
4. Cooperative working style and well-developed teamwork skills with the ability to quickly establish rapport.
5. High level of discretion and able to use sound judgement in a fast-paced environment.
6. Ability to interpret and handle confidential information with a high attention to detail.
7. Demonstrated resilience and a proactive approach to tasks including the ability to manage own workload.
8. Ability to remain calm and escalate appropriately in line with policies and procedures.
9. Well-developed ICT skills with the ability to learn new systems.
10. A genuine interest in supporting young people, their families, and the broader community.

### General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
3. Northern Territory Working with Children Clearance (Ochre Card).
4. National Police Criminal History Report (less than three months old) with acceptable outcome.
5. Ability to meet 100-point ID and additional visa / overseas work compliance measures.
6. Northern Territory Driver's Licence.
7. Demonstrated currency of pandemic and job specific vaccinations (and boosters).
8. First Aid Certificate (or willingness to obtain within agreed timeframe).

## Key Responsibilities

### 1 Reception

- Provide professional and welcoming reception services to all young people, staff, and visitors.

- Appropriately screen and direct incoming calls while maintaining a call log.
- Respond to all enquiries including keeping up to date information on relevant services and redirecting enquiries where appropriate.
- Maintain the presentation and tidiness of the office including opening and closing tasks.
- Liaise with staff, contractors, and external clinics to provide timely and helpful assistance.
- Receipt and distribute incoming mail and post outgoing mail.
- Purchase office supplies while monitoring and maintaining stock levels.
- Coordinate room and vehicle bookings for staff including assisting with scheduling conflicts.
- Ensure the staff In/Out Board is kept up to date with staff movements.
- Ensure the staff directory is kept up to date in collaboration with the Head Office Receptionist.
- Contribute to the continuous improvement of reception and administration processes, policies, and procedures.

## 2. Administration

- Receive referrals via phone, email or in person and process in accordance with policies and procedures.
- Book and coordinate appointments using the Electronic Medical Records (EMR) system.
- Send appointment reminders and data surveys with a view to improve attendance and survey completion rates.
- Input data and upload confidential information to electronic medical files while maintaining confidentiality and discretion.
- Provide support to relevant meetings and staff including venue hire, catering and minute taking.
- Coordinate and book staff travel including flights, accommodation and care hire for staff and contractors.
- Distribute and reconcile petty cash and credit cards in accordance with policies and procedures.
- Monitor and proactively respond to fleet and facilities needs as they arise in consultation with the Practice Manager and Fleet and Facilities Manager.
- Assist the Practice Manager to maintain and actively respond to WHS related tasks including duress alarm testing.
- Assist the Practice Manager with the processing of invoices and Medicare Billing Scheme (MBS) claims in line with the Delegation of Authority.
- Provide inductions to new staff including IT set up and equipment allocation.
- Provide assistance with any other tasks as required by the Practice Manager and headspace Leadership Team.

## **General Requirements**

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment and maintain pandemic related and job specific mandated vaccinations (and boosters).
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

## **Delegation of Authority**

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).

This position has no direct reports. .