
SENIOR ADMINISTRATION OFFICER

JUNE 2026

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POSITION SUMMARY

Location:	Parkville		
Functional area:	Corporate Services		
Classification/ Salary:	Health Professionals & Support Services Award 2020, Support Services Employee Level 7 + 12% super + access to \$15,900 NFP salary packaging		
Job level:	1		
Reports to:	Director – Corporate Services		
Employment type:	Full time (1.0 FTE)		
Employment length:	12 month contract		
Direct reports	0	Indirect reports	Yes

POSITION PURPOSE STATEMENT

The Senior Administration Officer coordinates frontline assistance/administrative support to Orygen and all relevant programs. The role involves managing front-of-house operations, welcoming clients and visitors, and offering information about services. It also includes general administrative tasks to ensure smooth operations across the Orygen programs. This role will ensure the effective delivery of all designated administrative functions, including reception, switchboard and database management.

About Corporate Services

The corporate services team provides a range of core support services to the organisation, encompassing infrastructure management, insurance, procurement and stock control, fleet management and the Orygen cafe.

POSITION FOCUS

	Key responsibility area	Percentage
1	Administrative duties	50%
2	Staff coordination	20%
3	Corporate Services Support	20%
4	Duress monitoring	10%

REVOLUTION IN MIND

POSITION KEY RESPONSIBILITY AREAS

1. Administrative duties

- Welcome and assist all visitors to the Orygen Parkville site with enquiries and appointments (both face to face and via telephone), responding to all enquiries in a professional and friendly manner.
- Coordinate the booking and set up of rooms for meetings as required or requested.
- Coordinate taxi bookings and vouchers for young people and families attending the service.
- Direct couriers and receive deliveries, including receiving and allocating mail.
- General Orygen Centre presentation, ensuring that the waiting areas, meeting rooms & consulting rooms are tidy, youth friendly and stocked with relevant and up to date information.
- Use the appropriate process to promptly action emails received.
- Monitor stationery and clinical supplies and place orders as required to always maintain a working supply.
- Provide relief on an efficient switchboard function, to the Parkville, OYH Sunshine, Youth Access Team sites.
- Assisting with managing Info@orygen Mailbox and triaging emails accordingly to the correct teams.
- In collaboration with the wider administration team facilitate and improve daily administration and communication systems to support effective and efficient operations.

2. Duress monitoring

- Work in collaboration with duty team to monitor and identify risk and escalate in line with the duress procedure.
- Notify employees at Parkville site of any active duress responses.

3. Staff Coordination

- Work co-operatively with other administration/Front of House staff, including relieving staff on breaks or leave and any other duties as reasonably requested Director – Corporate Services.
- Identify opportunities for improvement and implement new processes and procedures.
- Provide reception staff with supervision, training and instruction in accordance with Orygen policies.
- Collaborate with the Director – Corporate Services, to determine the production of direct reports, including task types and task allocation in response to the needs of the centre.
- Ensure all administration and reception staff uphold a high level of professional standards in maintaining accuracy and confidentiality of medical and client records.
- Working with Director – Corporate Services to managing schedules for the reception team.
- Supporting admin staff and ensuring that they are properly trained and motivated to provide high quality patient care. This including ensuring all risk management policies are compliant with industry standards.

4. Corporate Services support

- Forward Fines & Traffic Violations to Fleet Manager/Director.
- Assist Fleet Manager with Linkt tags, servicing cars, creating fleet car accounts.
- Arrange and print staff ID's.

5. Other

- Participate in staff meetings, planning forums and other professional development opportunities as required.

EDUCATION / QUALIFICATIONS

Desirable	• Undergraduate degree in business, administration or equivalent
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EXPERIENCE / SKILLS

Experience / skills	• Previous administration experience working in a health service or similar environment. • Demonstrate sound problem-solving skills and an ability to identify risks and respond accordingly in the work environment. • Ability to review systems for operational efficiency and control. • Previous experience providing supervision/leadership for staff • Computer literacy and familiarity with software programs including Medical Director and practice billing software. • Ability to review systems for operational efficiency and control. • Knowledge and understanding of the health and welfare issues affecting young people. • Knowledge and understanding of relevant legislation, policies and issues informing health and other services for young people and families. • Skills in analysis and reporting.
Personal attributes	• Excellent interpersonal and communication skills and demonstrated ability to consult, liaise, and negotiate with young people, carers, family members, health and other professionals. • Demonstrates initiative, is motivated and enthusiastic. • Ability to prioritise own work and ensure targets are achieved in a complex and demanding environment. • Commitment to continuing education. • Ability to operate with minimal supervision and as part of a multidisciplinary team. • Proficient time management skills and attention to detail. • Ability to work independently and as part of a collaborative team.

KEY RELATIONSHIPS

Internal	• Corporate Services • Internal support functions e.g. People and Culture, IT and Finance • Tenants across Orygen site locations
External	• Suppliers • External vendors • Travancore • Western Health

SPECIAL REQUIREMENTS

• Unrestricted right to live and work in Australia. • A current National Police Check will be required. • Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check. • You may be required to work across more than one of Orygen's sites, which are currently located within the north and west of Melbourne. • A current Victorian driver's licence (desirable). • In line with government guidelines, this position may need to be based at home during certain periods. As such a reliable internet connection will be required.

SAFETY, HEALTH AND WELLBEING RESPONSIBILITIES

Employees are required to comply with all workplace health, safety and wellbeing policies and procedures of Orygen.

In addition, employees are expected to:

- Promote and demonstrate Orygen's high standards in relation to health, safety and wellbeing, championing a culture of safety in the workplace.
- Take responsibility for their own safety, health and wellbeing and for their colleagues and others they work alongside, as far as they are able.
- Follow policies, training and guidelines related to Workplace health, safety and wellbeing, including reporting of unsafe work practices, incidents, hazards and near miss events.
- Be committed to promoting and protecting the safety and well-being of all children and young people and embedding safeguarding practices into all our programs and services.
- You may encounter sensitive information related to mental health as part of your work. Being aware of this and how it could affect you and planning accordingly is essential.

ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

Name	
Signature	
Date	