

Position Description

Position Title:	Client Services Officer
Service/Program:	headspace
Approved By:	General Manager Client Services and Business Development
Date Effective:	March 2026

Our Organisation

RAV is a secular, community-based, not-for-profit organisation with more than 75 years' service delivery experience. Our vision is for positive, respectful, safe and fulfilling relationships for all Australians. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. Our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. We provide services across metropolitan Melbourne and regional Victoria, through a network of centres, outreach locations and via telephone and telehealth.

Our Values

Inclusiveness, respect, integrity, transparency, accountability, effectiveness, innovation and compassion.

Position Purpose

The purpose of this position is to ensure that Relationships Australia Victoria (RAV) provides high quality administrative client services at headspace.

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement (SEA) but otherwise would be covered by the Social, Community, Home Care and Disability Services Industry Award 2010.

Position Specifications

Service: headspace

headspace provides information, support and services to young people aged 12-25, and their families. Services cover 4 core areas: mental health and wellbeing, physical and sexual health, work and study support, and alcohol and other drug services

Line manager	Centre Manager
Manages	Nil
Key external liaison	Young people and their families that access the Centre, headspace National Office staff, Consortium partner organisations and staff, local youth, health and community service providers, schools and staff, other headspace centre staff, other external partners, vendors, providers and key stakeholders

Note: Reporting arrangements may change from time to time to meet business requirements

Position Summary

The Client Services Officer (CSO) plays a crucial administrative and organisational support role at RAV's headspace centres, enabling the delivery of high-quality administrative client services to young people and their families, in alignment within the headspace model of care and Relationships Australia Victoria (RAV) policies. Working in a fast-paced environment, the CSO is responsible for maintaining a high level of customer service while undertaking front-desk operations including receiving and directing phone calls, greeting walk-in clients, coordinating appointments, handling cancellations and rescheduling, and entering of new client details on computer software. The role involves routine client contact, data entry, processing payments and accounts, and supporting the planning and delivery of health promotion activities and other events, including meetings. The CSO is also expected to contribute to the ongoing improvement of administrative systems, support organisational efficiency, and always uphold strict confidentiality and professionalism. Strong communication skills, organisational ability, adaptability to continuous change, and a proactive, team-focused attitude are essential to success in this role.

Key Result Areas (KRAs)

Area	Tasks
Client Reception and Support	- Welcome and assist young people and their families with enquiries and appointments - Ensure that client services are culturally responsive to First Nations and multicultural young people and their families.

	• Provide information to young people and their families presenting to the headspace Centre, ensuring that all enquiries are dealt with in a confidential and sensitive manner. • Maintain a professional and friendly demeanour both in-person and via phone • Contribute to ensuring that the reception area of the Centre is welcoming, youth-friendly and inclusive of all young people and their families. • For enquiries outside the Client Services Officer area of expertise, connect the enquirer with the appropriate team member. • Schedule appointments effectively and efficiently for practitioners, including changing appointments and sending SMS reminders. • Assist in the set up and pack up of the Centre ensuring the rooms are left in a clean and tidy state ready for the use of those on site.
General administration requirements	• Use the service's Electronic Medical Record and databases to create and update client profiles, action emails, process Medicare claims and action correspondence in a timely manner. • Maintain accurate financial records, including petty cash and invoices. • Assist in administrative functions for meetings and events, including minute taking, organising catering, preparation of room and packing away after the event. • Ensure adequate supplies of consumables, such as stationery, printer and kitchen supplies. • Assist with equipment management and scheduling maintenance as required. • Assist in the induction of all new staff with regards to administrative processes. • Coordinate incoming and outgoing mail
Confidentiality and data management	• Ensure that all enquiries are dealt with in a confidential and sensitive manner • Demonstrate awareness and understanding of RAV's confidentiality and privacy policies and procedures. • Demonstrate awareness and understanding of administrative and financial policy and procedures, • Accurately maintain all financial and statistical data as required. • Ensure all data-entry and administration notes are inputted into the Electronic Medical Record and databases in a timely manner.
Policies, procedures and systems	• Adhere to, and comply with RAV, headspace policies, processes and procedures using appropriate systems where required. • Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisations including a positive contribution to workplace harmony and displaying cooperative team behaviour. • Proactively communicate, identify, report, assess OHS related risks and hazards within the centre (s).
Continuous improvement	• Demonstrate commitment to team / centre objectives and strategic priorities. • Participate in relevant training and development activities as an effective team member. • Assist the Client Services Coordinator and Centre Manager to identify, establish, improve administrative processes. • Identify, develop and support new initiatives, quality, continuous improvement activities to support organisational requirements.
Other	• This position description is not an exhaustive list of responsibilities. • Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position. • You are expected to perform different tasks which fit with your skills, abilities and knowledge, as may be necessary due to business, workplace or service changes.

Key Performance Indicators (KPIs)

- Delivery of high standard reception and administration services, including advanced word processing, computer skills and familiarity with Electronic Medical Records and Medicare.
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- Compliance with and demonstrated understanding of relevant legislation, policies, workplace health and safety practices, and confidentiality requirements, with the ability to uphold privacy standards.

Position descriptions are regularly reviewed to ensure they meet RAV's needs. These may be changed by general or department managers, and/or the Chief Executive Officer at any time. Current position descriptions are accessible at any time on SharePoint.

- Ability to utilise strong interpersonal skills to effectively engage with young people, families and diverse stakeholders, fostering a welcoming and inclusive environment.
- Ability to prioritise tasks and timeframes and utilise effective time management skills.

Key Selection Criteria (KSC)

Mandatory KSC:

- Certificate in Office Administration Certificate and/or previous experience in a similar administration capacity.
- Excellent organisational and time management skills and ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Strong customer service skills to ensure that all young people, families and visitors to the centre feel welcome at the Centre.
- Exceptional interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds and experiences, including cultural sensitivity and cross-culture communication.
- Demonstrated ability to maintain privacy and confidentiality to ensure client personal and financial information is maintained securely.
- Competent in the Microsoft Office suite and the ability to pick up new programs and business systems with ease, including Electronic Medical Records and database.
- Team player with the ability to work autonomously when required within a small team.
- Must have Victorian Drivers' License and own vehicle.
- All employees will be required to undertake a National Police check, International Police Check (if applicable), and have a current Working with Children Check throughout their employment.

Desirable KSC:

- Experience in the not for profit/non-government sector.
- Experience in the youth and/or mental health sector.
- A broad understanding of the challenges and experiences of young people in Australia, including specific community factors.

We encourage applications from First Nations peoples, people from under-represented culturally and linguistically diverse backgrounds, people from lesbian, gay, bisexual, transgender, intersex, queer, asexual (LGBTIQA+) communities, and people living with disability.



We acknowledge the First Nations and Torres Strait Islander peoples as the Traditional Owners of the lands and waterways of Australia. We support Aboriginal people's right to self-determination and culturally safe services. We recognise the lifelong impacts of childhood trauma. We recognise those who had children taken away from them.