

Position title	Reception & Administrative Assistant	Reference	hsK: Rec & Admin
Reporting to	Centre Manager	Location	Katherine
Division	Mental Health	Section	Headspace Katherine
Approved	Executive Manager Mental Health	Date	March 2022
Comments:	12-month maternity leave backfill position		

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 high quality professional reception coverage to ensure the provision of youth-friendly, family inclusive and culturally respectful professional services to the community as required at the headspace Katherine service. You will provide reception duties and day to day administrative support to the headspace Katherine Centre Manager and team to meet the operational demands of the service. This will include, welcoming young people and families, staff, visitors and the general public, arrange appointments for young people, arrange vehicle and room bookings, provide information and manage queries in a confidential and highly professional manner as well as coordinate the use and maintenance of facilities.

You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations.

Selection Criteria

Position Specific Requirements

1. Minimum 2 years' experience working in an administrative/reception role preferably within a medical service (essential).
2. Proficiency in financial administrative, data entry and medical record management.
3. Demonstrated resilience, ability to work autonomously, multitask and to initiate, manage and prioritise own workload in line with set requirements and timeframes.
4. Excellent problem solving and communication skills, with the ability to be flexible in the working environment and contribute positively to a productive, cooperative and friendly workplace.
5. Genuine interest in supporting programs for young people, families and the broader community. Commitment to working in a culturally safe and appropriate way.
6. Well-developed ICT skills with ability to use email, ICT equipment (photocopiers, faxes, data projectors and mobile devices) and familiarity with Microsoft Word suite (Word, Excel, Outlook etc).

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. Administration & Resource Management duties

- Ensure operational, maintenance and security of record keeping systems and software.
- Assist in administrative functions, minute taking for meetings and events, including catering and travel bookings.
- Coordinate incoming and outgoing mail.
- Assist with ICT services and support.
- Assist with equipment management and maintenance.
- Assist the team by preparing all required resources for group work activities, therapy sessions, youth advisory group meetings and outreach trips as required.
- Ensure that client data systems operate to a standard and are monitored to ensure privacy and confidentiality requirements are met.
- Liaise as directed with Corporate Services and ensure motor vehicles, facilities and equipment are in good working order and that the required inspections occur, and records are kept.
- Ensure all petty cash, company credit card and purchase order reconciliations are completed as required.
- Assist the Centre Manager and Operations Manager with preparation of reports for headspace National, the NTPHN and the Anglicare NT Board and support audit processes.

2. Reception duties

- Maintain a youth friendly reception area and warmly welcome all young people, their friends and family to the service. Ensure that enquiries and requests are responded to in a timely and respectful manner.
- Be responsible for the set up and shut down of the Centre ensuring rooms and spaces are in a clean and tidy state at the beginning and end of each day; ensuring it meets all WHS requirements.
- Manage incoming phone calls and correspondence into the service and direct as appropriate
- Management and maintenance of electronic medical record, MBS/MDS client data and any hard copy records.
- Provide high level administrative assistance and early advice of outstanding issues to the Centre Manager and/or Operations Manager as required.
- Maintain young people records by obtaining and updating personal and financial information, that maintains a young person's rights and confidentiality.
- Oversee Medicare and Short-Term Therapy billing from allied health private practitioners and maintain associated records.
- Generate waitlist reports for teams and book all first appointments for Private Providers. Where applicable provide administrative support for Telehealth and GP services at the centre.
- Create daily surveys within the headspace National client data management platform (hAPI) as required.
- Keep appointments on schedule by notifying providers of arrival.
- Maintain operations by following policies and procedures; reporting changes as needed.
- Contribute to the team effort by accomplishing related/other tasks as needed.
- Contribute positively to workplace culture to a high performing, youth and family focussed service that is culturally sensitive.

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.