

POSITION DESCRIPTION

Position Title:	Administration Officer- headspace
Award:	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022 – 2026
Classification:	Dependent on qualifications and experience
Site:	This position is primarily based at Headspace Bendigo, however, may be required to work from any BCHS site as negotiated.
Hours per fortnight:	76 hours per fortnight (1.0 FTE)
Tenure:	12 Months Fixed Term – Maternity Leave
Position description developed:	October 2026
Responsible to:	Senior Leader- headspace Bendigo

ABOUT BENDIGO COMMUNITY HEALTH SERVICES (BCHS)

BCHS is the lead agency for headspace Bendigo. BCHS is located across five sites in the City of Greater Bendigo, Central Victoria. BCHS has a proud 50-year history and provides more than 50 services across medical and allied health, family services, drug and alcohol, mental health, settlement services, health promotion, with a focus on priority populations and communities.

The organisation has more than 280 staff supporting people of all ages and stages of life to access quality, person-centred care. We foster a values-aligned, positive and thriving culture where staff feel safe and supported. Staff have clarity of roles and work in an environment of accountability. The success of BCHS is dependent on our staff who provide a high level of professionalism and dedication.

VISION

Better health and wellbeing across generations.

PURPOSE

Supporting you and your family to live healthy lives.

VALUES

Lived and Living Experience: We listen to understand. We value our communities, their backstories, lived and living experiences and cultures and learn from them to tailor our services.

Equity: We provide equitable and inclusive health and wellbeing services, ensuring they are culturally responsive and accessible.

People: We maintain a skilled, engaged and professional workforce, including people with lived experience, and enable a culture of continuous learning.

Partnership: We understand trust and partnerships are key to achieving our purpose. We listen and learn - and share our knowledge and expertise in collaboration and co-design with our community, ensuring we are providing local solutions to community need.

Integrity: We uphold the values of the Universal Declaration of Human Rights and approach all we do with kindness and respect. We are ethical in all we do.

ABOUT HEADSPACE BENDIGO

headspace Bendigo is a free, youth-friendly health and wellbeing service for young people aged 12–25 years, operating under Bendigo Community Health Services (BCHS) as the lead agency. The service provides holistic support across four core streams: mental health, physical and sexual health, alcohol and other drugs, and work and study. headspace Bendigo delivers services in line with the headspace Model of Integrity Framework, ensuring care is evidence-based, youth-led, and responsive to the diverse, evolving and intersecting needs of young people, their families, carers and supporters.

headspace Bendigo is committed to providing more than centre-based clinical care. The service actively engages with the broader community to build mental health literacy, reduce stigma, strengthen referral pathways and increase early help-seeking. This includes partnerships with schools, community organisations and other local services, as well as participation in health promotion and community awareness activities.

The service operates with a 'no wrong door' approach and a positive risk culture, prioritising engagement before assessment and maintaining culturally safe and family inclusive practice as a core feature of care. headspace Bendigo is part of the national headspace network, connecting young people with national programs including Telepsychiatry and the Work and Study program, and contributing to shared learning and continuous improvement across the network.

TEAM ROLE

headspace supports the health and well-being of young people through direct therapeutic care and support. The service also leads coordinated care and referral pathways internally to other headspace programs and across the wider BCHS program profile. headspace engages with community to improve community awareness of issues affecting young people, the impacts on their health and wellbeing, and strengthen understanding on the ways that communities, young people, their families, carers and supporters can contribute to improved wellbeing. This position sits within the headspace Bendigo Administration team – consisting of two full time Administration officers.

POSITION ROLE

The primary role of the Administration Officer is to provide administration support & reception duties at headspace Bendigo facilitating a high level of care for young people, their family and friends. The Administration Officer aims to provide youth-friendly, professional and confidential administrative support to the headspace centre & community, ensuring effective service delivery and day-to-day functioning of the service.

The Administration Officer is generally the first point of contact with the public. Therefore, it is essential that they have a friendly demeanour, are courteous, highly professional and able to interact with a wide and diverse group of people. The successful applicant will have an essential role in ensuring that headspace is perceived by young people as friendly, accessible and welcoming.

The Administration Officer will work proficiently and collaboratively with headspace staff in a dynamic and changing environment. The role will also provide administrative support to the Senior Leader headspace Bendigo to ensure the smooth running of headspace Bendigo.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

Administration Documentation and Compliance

1. Assist the Senior Leader headspace Bendigo and Clinical Manager to establish, maintain and improve administrative processes.
2. Operation, maintenance and safeguarding of MasterCare and Best Practice, the electronic client record systems.
3. Complete administrative functions associated with meetings and events, including scheduling, catering, and preparing agendas and minutes.
4. Complete purchase orders for accounts payable.
5. Ensure adequate supplies of consumables, such as stationery, printer cartridges, medical and kitchen supplies.
6. Coordinate incoming and outgoing mail.
7. Assist with data collection and compilation, utilizing databases such as FIXUS, TRAK & Tableau.
8. Adhere to established policies and procedures, exercising initiative and judgement where these are not defined.
9. Provide support to headspace Senior Leader and GP's, ensuring accurate Medicare billings.
10. Deliver all duties in line with the requirements of the headspace Model Integrity Framework.
11. Undertake responsibilities adhering to professional standards, relevant legislation, and Occupational Health and Safety requirements.
12. Work within current equity and access legislation/standards inclusive of all abilities, cultures, genders, sexuality, ages, and faith.

Reception

1. Meet and greet young people, family, friends and centre visitors by providing exceptional customer service.
2. Ensure all incoming phone calls are attended to in a prompt, courteous and youth-friendly manner.
3. Reception duties including answering phones, booking and confirming appointments, transcribing letters and reports, and scanning client files.
4. Provide information to young people and their families and friends about headspace, ensuring that all enquiries are dealt with in a confidential and sensitive manner whilst also informing young people and their families of their rights and responsibilities
5. Processing referrals of young people including completion of all relevant privacy & confidentiality documents with the young person and/or their family prior to the first appointment
6. Facilitate the daily set up and pack-up of the centre ensuring the centre is secure, clean and that all equipment is accounted for.
7. Take a pro-active approach to ensuring the reception area and waiting areas are youth friendly and clean/safe for all consumers and staff.

Professional Development and Other Duties

1. Participate in regular performance reviews and appraisals and complete internal mandatory training.
2. Participate in relevant training and development activities as an effective team member.
3. Provide flexible service delivery as required by funding bodies, including working extended hours as per roster
4. Show excellent interpersonal skills with the ability to work with people from a broad range of backgrounds and experiences.
5. Other duties consistent with the position where required and/or requested by management.

KEY SELECTION CRITERIA

Essential

1. Experience in frontline reception services, preferably in a medical reception or other health organisation environment.
2. Ability to provide high level administrative support including attention to detail and time management in a high-profile organisation.
3. Excellent verbal and written communication skills.
4. Demonstrated ability to interact with a diverse range of consumers in a private, confidential and youth-friendly manner.
5. Proven ability to show initiative and exercise sound judgement.
6. Demonstrated ability to work as a member of a multidisciplinary team as well as the ability to work independently when required.
7. Excellent time management skills.
8. Ability to accurately record and document information and to collect and collate data within given timeframes and in keeping with legal, ethical and professional standards.
9. Knowledge and a willingness to comply with headspace privacy and confidentiality procedures, and commitment to work within the headspace and BCHS Code of Conduct framework.
10. Broad experience in using a range of software packages including client appointments, billing systems, large information databases and desktop software.
11. Intermediate to high level skills in Microsoft Office programs.
12. Current Employee Working with Children Check and Driver's License.
13. The successful applicant will also be required to undertake and complete a Satisfactory National Police Check.

Desirable

1. Show evidence of knowledge and understanding of headspace philosophy, purpose and program delivery model.
2. An understanding of community health, primary health or similar not for profit services.
3. Experience in the youth and/or mental health sector.
4. Show evidence of knowledge and understanding of headspace philosophy, purpose and program delivery model.

PROBATIONARY PERIOD

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

STAFF REVIEW & DEVELOPMENT (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the position role and responsibilities and key selection criteria in addition to the relevant team plans and the following performance indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Continuously provide the highest quality customer service to all clients, staff and stakeholders.
- Deliver administrative support activities related to the site, information systems and other duties to a high standard.
- Knowledge and compliance with BCHS privacy and confidentiality procedures.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with the BCHS privacy and confidentiality procedures.

Communication and Teamwork:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers.

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' vision, values, and strategic directions.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect that BCHS aims to treat all people with respect, values diverse perspectives and participates in diversity training opportunities.

Administration and Documentation:

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and teamwork plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

DIVERSITY AND CULTURE

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

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CHILD SAFETY

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **all** children reach their individual potential.

OTHER ESSENTIAL REQUIREMENTS

Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

BCHS believes that *"Quality is everyone's business, safety is my responsibility"*

Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

OTHER INFORMATION

- Salary packaging would be available to the successful applicant.
- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an equal opportunity employer.
- All BCHS sites are smoke and vape free workplaces.
- BCHS has a commitment to environmental sustainability.