



## Position Description

<b>Position Title:</b>	headspace Administration Officer Fulltime
<b>Location:</b>	Griffith
<b>Reports to:</b>	headspace Manager
<b>Conditions of Employment:</b>	SCHADS Award Letter of Offer Position Description
<b>Closing date:</b>	<del>13<sup>th</sup></del> 25 <sup>th</sup> January 2022

To apply for this position, please submit a cover letter (not exceeding 2 pages) and your resume (with supervisory referees). Your cover letter should briefly address the knowledge, skills and experience required for the position, located on the following pages.

It is preferred all applications are submitted via email to [deans@headspacegriffith.org.au](mailto:deans@headspacegriffith.org.au), please place the position title in the subject line of the email.

### Position Objective:

The headspace Administration Officer is responsible for running and coordinating the day-to-day administration duties of the centre. As the first point of contact with headspace, the Administration Officer will ensure a high level of confidential support to all people contacting or visiting the centre.

### Role Requirements:

- Undertake reception duties, including answering telephone, creating Electronic Medical Records (EMR) for new young people entering the service, documenting contacts within the EMR.
- Manage and lead all Medicare billing, batching and electronic claims and ensure all provider details are current and correct.
- Develop and maintain working relationships with relevant internal and external stakeholders including health professionals, service providers, young people and their families/supports and centre employees.

- Attend scheduled meetings, conferences and work related functions within and outside usual work hours including travel to other regions where overnight stays may be required
- General administration and reception duties in accordance with the organisation's policies and in collaboration with the Centre Manager and Clinical Lead.
- Assist in the induction of new employees and practitioners in the use of the EMR, WH&S and ensure understanding of site related processes according to the Work Health and Safety Act 2001, and the organisation's WHS management system.
- Contribute to the development and implementation of headspace Griffith program strategies, plans and timelines in conjunction with the headspace Manager
- Assist with the development and implementation of the local and national evaluations of headspace and continuous quality improvement activities
- Undertake continuing education as required to ensure job skills and knowledge remain current

This position description is only intended to provide an outline of the key responsibilities of the position. Employees are required to carry out any duties, within the scope of their ability, that are necessary to fulfil the requirements of the position.

### **Skills and Experience Required**

#### Experience:

- Demonstrated experience in an administration and reception role.
- Strong skills in the use of Microsoft Office suite of products including Outlook, Excel and Word

#### Skills and Knowledge:

- Sound time management and organisational skills
- Good understanding of ethical practices encompassing confidentiality to the families and young people that utilise the service.
- Well-developed verbal and written communication skills
- Displays attention to detail
- Demonstrated ability to work proactively and use initiative
- Highly developed relationship building and communication skills and ability to work collaboratively with internal and external stakeholders
- Strong skills in the use of Microsoft Office suite of products including Outlook, Excel and Word

### Other Relevant Skills and Attributes:

- Positive attitude
- Friendly and approachable manner
- Treats people with respect
- Takes responsibility for actions
- Committed to performing timely and appropriate actions
- An engaging and positive personality

### **Selection Criteria**

Please provide responses to the following selection criteria.

1. Relevant qualifications in administration and/or substantial work experience in the role
2. Ability to prioritise, plan and execute work plans
3. Highly developed verbal and written communication skills
4. Highly developed relationship building and demonstrated ability to work collaboratively with internal and external stakeholders
5. An ability to maintain discretion and confidentiality at all times
6. Proficiency with technology including the ability to use Microsoft Office applications and the capacity to quickly learn new technologies including electronic medical record packages
7. Ability to work in a highly productive environment, including managing time pressures and multiple tasks
8. A sound understanding and commitment to the philosophy of Centacare and a willingness to work according to the Mission, Vision and Values of Centacare
9. Provide details of any other experience not already detailed which meets the requirements for the role of Administration Assistant at headspace Griffith

### **Selection Process Requirements**

1. Current Drivers Licence
2. Working with Children Check number must be provided
3. National Police Check
4. Two verbal reference checks completed prior to offer being made