
POSITION DESCRIPTION

HEALTH SERVICE RECEPTIONIST



Location:	headspace Glenroy
Division:	Clinical Services
Classification	Health Professionals & Support Services Award 2010, Support Services Employee, Level 4
Employment Type:	Part time (0.8 FTE) permanent position
Position reports to:	Practice Manager

1. POSITION SUMMARY

The position will provide operational support to the Practice Manager of headspace Glenroy to ensure the effective delivery of all administrative functions. Functions include reception, maintaining appointment systems, billing and medical records, other database management and application of Microsoft Office tools. The position will be integral to the overall functioning and delivery of mental health and wellbeing services to young people and their families and carers, and may incorporate other headspace related activities and responsibilities as directed by the Practice Manager.

Subject to direction, while working with a degree of autonomy, this position will be supervised by the Administration Officer and will report to the Practice Manager for all matters outside of daily operations. The Health Service Receptionist will also be supported by regular staff meetings, providing available assistance from senior staff as required.

2. POSITION CONTEXT

Orygen delivers cutting-edge research, policy development, innovative clinical services, and evidence-based training and education for the mental health workforce to ensure that there is continuous improvement in the treatments and care provided to young people experiencing mental ill-health.

We are a complex organisation. Our activities and workforce are diverse and include:

- Five headspace centres in Craigieburn, Glenroy, Melton, Sunshine and Werribee that deliver primary clinical services to young people and are operated by Orygen.
- The Centre for Youth Mental Health, a University of Melbourne research and teaching department that is wholly seconded into Orygen. Centre staff are provided with Orygen email addresses and have the use of Orygen systems.
- Orygen Specialist Program (formerly referred to as Orygen Youth Health Clinical Program), a tertiary clinical service that is currently operated by North Western Mental Health, co-located with us at Parkville, Sunshine and Glenroy and also operating at sites in Footscray, and Wyndham. Whilst not under the governance of Orygen, Orygen Specialist Program works in close partnership with us.
- Orygen Digital, which develops and rolls out online clinical platforms that are fully integrated with 'in person' clinical services.

- A training and development unit providing online and face to face training for the mental health workforce both nationally and internationally.
- A policy think tank drawing on Orygen's research and clinical expertise and partnering and collaborating with key content experts from Australia and around the world to advise government policymakers.
- Centralised professional support functions enabling the organisation to achieve strategic and operational objectives.

3. ABOUT ORYGEN

VISION	Young people to enjoy optimal mental health as they grow into adulthood.
MISSION	Reduce the impact of mental ill-health on young people, their families and society.
VALUES	Respect, accountability, teamwork, excellence & innovation.
COMMITMENTS	First Nations people of Australia, young people and their families, LGBTIQA+ people & culturally and linguistically diverse people.

4. KEY RESPONSIBILITIES/OUTCOMES

The Health Service Receptionist will:

- Welcome and assist young people, their families and friends with enquiries and appointments (both face to face and via telephone), responding to all enquiries in a professional and friendly manner.
- Obtain and manage client information in a timely and accurate manner, ensuring confidentiality and privacy standards are met. This includes receiving referrals, managing electronic client records systems (PracSoft, Medical Director), scanning and uploading of reports, correspondence and pathology into files.
- Maintain accurate appointment information including the follow up of DNA (did not attend) clients in accordance with centre procedures.
- Prepare accounts using the Medicare bulk billing process and assist the Administration Officer with the batching of Medicare claims.
- Coordinate the booking and set up of rooms for meetings as required or requested, including arranging catering requirements.
- General headspace centre presentation, ensuring that the waiting area & consulting rooms are tidy, youth friendly and stocked with relevant and up to date information.
- Monitor stationery and clinical supplies and place orders as required to maintain a working supply at all times.
- Use a range of computer applications including medical software, word processing and other databases as required
- Participate in staff meetings, planning forums and other professional development opportunities as required.
- Assist the Practice Manager and Administration Officer to identify opportunities for improvement and to implement new processes and procedures.
- Support and promote research and evaluation projects conducted at the headspace centre.
- Comply with and support others to comply with Orygen's policies and procedures, including taking appropriate action to hold others accountable and promote a workplace culture that is safe, diverse and inclusive.

5. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

5.1 Essential

- Demonstrated ability to communicate warmly and effectively with young people, their families and a diverse range of health and community service providers.
- Demonstrated ability to provide a high standard of confidential reception and administrative services, including a high level of word processing skills.
- Knowledge of, or the ability to learn, relevant administrative/clerical procedures, including software applications and filing systems.
- Ability to operate with minimal supervision and as part of a multidisciplinary team.
- Demonstrated sound problem-solving skills and an ability to multitask.
- Understanding of contemporary human resources practices including workplace health and safety, equal opportunity and antidiscrimination.
- Ability to exercise initiative in the application of established work procedures

5.2 Desirable

- 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.

6. PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Health Service Receptionist will be expected to have:

- Knowledge of and an ability to work within the headspace framework of early intervention, destigmatisation, diversity, inclusion, and non-discrimination.
- Working knowledge of medical software and Medicare billing systems.
- Knowledge of, and compliance with, relevant government legislation, regulations and standards.
- An understanding of and commitment to comply with relevant privacy legislation, ensuring confidential information is protected from unauthorised disclosure and use.
- High levels of accuracy and attention to detail.
- Excellent computer skills with a demonstrated ability in word processing, PowerPoint and databases as required.

7. SPECIAL REQUIREMENTS

- Unrestricted right to live and work in Australia.
- Availability to work on Saturdays as required due to business needs.
- 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.
- A current Victorian driver's licence (if relevant to role).
- 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.
- 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.
- Successful applicants will be required to provide proof of COVID-19 Vaccination prior to commencement.