

ADMINISTRATION SUPPORT OFFICER

MAY 2025

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POSITION SUMMARY

Location:	Headspace Werribee		
Functional area:	Primary Clinical Services		
Classification/ Salary:	Health Professionals & Support Services Award 2010, Support Services Employee, Level 4 pro rata + 11.5% super + access to \$15,900 NFP salary packaging		
Job level:	1		
Reports to:	Senior Administration Officer		
Employment type:	Full time		
Employment length:	Ongoing, subject to finance		
Direct reports	0	Indirect reports	0

POSITION PURPOSE STATEMENT

The Administration Support Officer will provide operational support to the Senior Administration Officer and Practice Manager of the headspace centre to ensure the effective delivery of all administrative functions. Tasks include client reception, registration, appointment management, data entry and other associated functions. 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.

About headspace

headspace is a world-first youth mental health initiative that supports young people who are going through a tough time; whether it's depression, anxiety, relationship break-ups or alcohol and other drug issues. The youth-friendly services at headspace are aimed at teenagers and young adults in recognition of the fact that 75 percent of mental disorders emerge before the age of 25 years.

POSITION FOCUS

	Key responsibility area	Percentage
1	Reception duties	30%

REVOLUTION IN MIND

2	Administrative duties	60%
3	Other	10%

POSITION KEY RESPONSIBILITY AREAS

1. Reception duties

- 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.
- Create client profiles on the Intake Database, medical software and hapi (survey platform)
- General headspace centre presentation, ensuring that the waiting area & consulting rooms are tidy, youth friendly and stocked with relevant and up to date information.
- Clear and consistent messaging to families, YP and the wider team around processes and upholding the Orygen and headspace values.

2. Administrative duties

- 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.
- Track appointments, and reschedule where necessary, making sure that all relevant parties are informed of any changes, including the follow up of DNA (did not attend) clients in accordance with centre procedures.
- Liaise with GP clinics to obtain referrals for young people or to request the amendment of referrals to meet our requirements.
- Use the appropriate process to promptly action emails received.
- Prepare accounts using the Medicare bulk billing process and assist the Senior 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.
- Monitor stationery and clinical supplies and place orders as required to always maintain a working supply.
- Use a range of computer applications including medical software, word processing and other databases as required.
- Booking and tracking of pathology collected by General Practitioners.
- Support Senior Administration Officer with Allocations and waitlist for AHP, TPS and salaried clinician diaries.
- Processing actions from nurse recalls/ reminders ensuring to book required medical appointments for recalls.
- Follow up and processing of pathology/other medical results and urgent summaries.
- Monitoring of oxygen tank regulators and other medical equipment.
- Infection prevention and control procedures.
- Notify staff of any emergency/Duress events using appropriate procedure.
- Support new administration staff in training and shadowing of the role.

3. Other

- Participate in staff meetings, planning forums and other professional development opportunities as required.
- Participate in regular 1:1 professional development meeting with the Senior Administration Officer.
- Assist the Practice Manager and Senior 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.

EXPERIENCE / SKILLS

Experience / skills	<ul style="list-style-type: none"> • 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 a high degree of professionalism as part of a multidisciplinary team. • Understanding of contemporary human resources practices including workplace health and safety, equal opportunity, and antidiscrimination. • 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. • 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. • Excellent computer skills with a demonstrated ability in word processing, PowerPoint and databases as required.
Personal attributes	<ul style="list-style-type: none"> • Demonstrated ability to communicate warmly and effectively with young people, their families and a diverse range of health and community service providers. • Demonstrated sound problem-solving skills and an ability to multitask. • Ability to exercise initiative in the application of established work procedures. • High levels of accuracy and attention to detail.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> • Headspace teams • OH&S team. • Research
External	<ul style="list-style-type: none"> • Medicare • AHPRA/AASW and similar registration bodies. • PHN

SPECIAL REQUIREMENTS

- Unrestricted right to live and work in Australia.
- 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 (desirable).
- 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.
- Our headspace sites operate after 5pm multiple times a week, availability to work across rotating shifts required.

SAFETY, HEALTH AND WELLBEING RESPONSIBILITIES

Employees are required to comply with all workplace health, safety and wellbeing policies and procedures of Orygen.

In addition, employees are expected to:

- Promote and demonstrate Orygen's high standards in relation to health, safety and wellbeing, championing a culture of safety in the workplace.
- Take responsibility for their own safety, health and wellbeing and for their colleagues and others they work alongside, as far as they are able.
- Follow policies, training and guidelines related to Workplace health, safety and wellbeing, including reporting of unsafe work practices, incidents, hazards and near miss events.
- Be committed to promoting and protecting the safety and well-being of all children and young people and embedding safeguarding practices into all our programs and services.
- You may encounter sensitive information related to mental health as part of your work. Being aware of this and how it could affect you and planning accordingly is essential.

ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

Name	
Signature	
Date	