

POSITION DESCRIPTION - Alfred Health

DATE REVISED:	11 January 2021
POSITION:	Senior Administration Officer
AWARD/AGREEMENT:	Victorian Public Mental Health Services Enterprise Agreement 2016 – 2020
CLASSIFICATION TITLE:	Administration Officer Grade 3 – YC90
DEPARTMENT/UNIT:	headspace Primary – Syndal
CLINICAL PROGRAM:	Alfred Mental & Addiction Health
DIVISION:	Operations
OPERATIONALLY ACCOUNTABLE TO:	Practice Manager, headspace Elsternwick & Syndal
WORKS IN COLLABORATION WITH:	headspace Practice Manager, Administration staff and clinical staff

ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities, The Alfred, Caulfield, and Sandringham.

Further information about Alfred Health is available at www.alfredhealth.org.au

OUR PURPOSE

To improve the lives of our patients and their families, our communities and humanity.

OUR BELIEFS

Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:

- Patients are the reason we are here – they are the focus of what we do
- How we do things is as important as what we do. Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental
- Excellence is the standard we work to everyday. Through research and education, we raise the bar for tomorrow
- We work together. We play vital roles in a team that achieves extraordinary results
- Our leadership shares ideas and demonstrates behaviours that inspire others to follow

ALFRED MENTAL & ADDICTION HEALTH - PROGRAM, DEPARTMENTS & UNITS

Alfred Mental & Addiction Health is responsible for the operation of services, which focus on people with a severe mental illness residing in the Inner South Eastern area of Melbourne.

Services are provided by a number of teams located at the Alfred Hospital (Commercial Road, Prahran) and at St. Kilda Road Clinic, Alma Road CCU in St. Kilda, PARC at Nicholson Street Prahran, Aged Mental Health service at Caulfield Hospital and the Child & Adolescent Service located in Moorabbin and **headspace** service in various locations in Victoria. Alfred Mental & Addiction Health also works in partnership with relevant local non-government and social support agencies.

The single most important goal of Alfred Mental & Addiction Health is to create an environment that facilitates clinical recovery, supports individual recovery efforts and strives to minimise service system barriers to the recovery process.

HEADSPACE AND CHILD & YOUTH MENTAL HEALTH SERVICE (CYMHS)

The **Child & Youth Mental Health Service (CYMHS)** at Alfred Health is a community-based service that provides comprehensive assessment, treatment and case management to infants, children, adolescents and young people up to the age of 25 years of age presenting with behavioural, emotional, psychiatric or developmental difficulties. CYMHS provides clinical services in partnership with a wide range of service providers to achieve the best possible outcomes. CYMHS is committed to active participation by families and young people in evaluating and improving our services.

headspace Southern Melbourne was established in 2007 and Alfred Health became the lead agency in 2011. The centre was relocated and became **headspace** Elsternwick in 2013. In the same year, **headspace** Elsternwick launched the beginnings of **headspace** Early Psychosis. In 2020, Alfred Health was successful in winning the tender for a new **headspace** in the Monash Area, the centre is now known as **headspace** Syndal.

headspace Early Psychosis, established in 2011, is an accessible youth and family friendly mental health service for young people (12-25) struggling with hearing voices and unusual beliefs. It builds on individual strengths and resilience, uses the wisdom of lived experience and fosters hope, potential and recovery. **headspace** Early Psychosis operates in five **headspace** centres across the Southern Metropolitan Region of Melbourne. Four regional Community Care Teams (CCTs) are based in Bentleigh, Frankston, Dandenong and Narre Warren. The service also includes a Mobile Assessment and Treatment Team (MATT) and a centre-based Recovery Program (RC) to serve the whole of the Southern Metropolitan region.

CYMHS and headspace are committed to active participation by young people and families through all phases of service planning, implementation and evaluation.

VISION

headspace is friendly to young people and families. We will provide an accessible mental health service for young people struggling with hearing voices and unusual beliefs in partnership with the community. We will build on strengths and resilience, use the wisdom of lived experience and foster hope, potential and recovery.

VALUES

Respect

We value and build on the beliefs, strengths and potential of young people, families and their community connections and treat young people as intrinsically valuable.

Partnership

Our service development, implementation and evaluation will, at every stage, be youth driven and family guided. We will work collaboratively with the community to develop a service that enhances the existing services.

Empathy

We will focus on the humanity and importance of each young person and their family. We will maintain sensitivity to cultural diversity.

Excellence

The care we provide will be of the highest quality and will reflect a culture of innovation, evidenced based practice, reflection and continual learning.

Self Determination

Treatment we provide will be client directed with a focus on recovery and client determined goals, sensitive to the needs of young people.

Integrity

We strive for the highest degree of fairness, honesty and trust.

Accountability

We show pride, enthusiasm and dedication in everything that we do. We will respond and adapt to feedback.

POSITION SUMMARY

The position is based at **headspace** Syndal.

The position will support the provision of outstanding service to clients and administrative support to headspace clinical staff and private practitioners. The position is responsible for working with the Practice Manager and other administration staff to ensure the effective delivery of all administrative functions as well as overall environmental management of the site. This will include friendly and helpful reception, maintenance of 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.

The position requires an administration officer with experience in a health service setting that provides service to people with various mental health and social issues. The position requires a high performer who is customer focused, motivated and enthusiastic. They must demonstrate initiative and have a keen attention to detail.

The positions may be required to work evenings per week & travel between sites. Administration support may also be required to the Bentleigh and Elsternwick headspaces as required.

DUTIES AND RESPONSIBILITIES (PRIVILEGES)

Administrative Duties

- To manage and further develop administration services at **headspace** Syndal and work collaboratively with the administration teams at the other Alfred headspace centres, including Bentleigh & Elsternwick.
- Responsible for overseeing the daily administrative management of the Syndal team functions including rostering, scheduling of appointments, billing & accounts, allocation of tasks, medical records, and day to day management of site.
- Support and work with the Access team, Community Awareness Person, family practitioners and private practitioners that work at headspace Syndal.
- Be part of recruitment and select permanent and temporary staff for general reception positions within **headspace**.
- Ensure a high standard of welcoming and effective telephone and face to face reception at Syndal headspace

- Allocate and maintain staff and resources to ensure activities of the work area are carried out efficiently and effectively
- Maintain the medical, stationary and kitchen supplies by monitoring and reordering as necessary
- Understanding reporting systems and development of routine reports
- Fulfil requirements for Medicare billing and private payments and prepare reports as needed
- Maintain the HR records with the Practice Manager for the administration team.
- Perform other administrative and data support duties as required

Medical record, scheduling and other data base maintenance and development

- Promote and maintain data accuracy across the key databases, including HAPI, SharePoint, The Practice management Software and CERNER
- Support the implementation of business rules concerning client data to support consistent entry of data by clinicians and administrative staff
- Assist with developing reports relevant to research activities undertaken by the service
- Work in collaboration with the Health Information Manager to support compliance with client data collection requirements
- Train new clinical and administrative staff in administrative functions and CERNER scheduling and Powerchart systems

Other Administrative Duties

- Other administrative duties as requested by the Practice Manager **headspace** – Alfred Health
- Act in Practice Manager **headspace** – Alfred Health
- Assist with meeting and diary scheduling and taking of minutes in various meetings
- Arrange catering for specific meetings/events
- Perform other administrative and data support duties as requested
- The occupant will be required to participate in the Alfred Performance Management Program

In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline

KEY CAPABILITIES

Ability to:

- communicate effectively and sensitively with multi-disciplinary personnel, clients and the general public
- understand, interpret and communicate business rules related to medical records and data collection related to service activities
- work as part of a team and relate positively to a wide range of people
- take direction well
- contribute to professional development activities
- work independently and to prioritise workload

QUALITY, SAFETY, RISK and IMPROVEMENT

- Comply with principles of client centred care

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives
- Follow organisational safety, quality & risk policies and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself
- Promote and participate in the evaluation and continuous improvement processes
- Comply with Alfred Health mandatory continuing professional development requirements
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:

- Commitment to child safety - Alfred Health has zero tolerance for child abuse and are committed to acting in the best interest of children in our care. We promote cultural safety and participation of Aboriginal children, children of cultural and linguistic diversity and those with disabilities to keep them safe at all times.
- Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines
- Comply with relevant privacy legislation
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health.
- Comply with Alfred Health medication management and medication safety policies and guidelines
- In this position, you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline
- Research activities will be undertaken commensurate with the role

QUALIFICATIONS/EXPERIENCE REQUIRED

Essential

- Strong verbal and written communication skills
- Intermediate to Advanced skills in Microsoft applications including Word, PowerPoint and Excel and ability to master private practice and web-based computer applications
- Experience in managing systems for data entry, data analysis and reporting
- Skills in provision of reception functions and communicating with the general public
- Sound office and administrative skills
- Demonstrated client and customer service focus for both internal and external clients
- Proven high standard of typing - 60 words per minute, as a guide

Desirable

- Knowledge of electronic client records and collection of medical data
- Experience with medical practice management software and Medicare Billing
- Keen interest & ability in data reporting and analysis to support business operations and improvement

OTHER RELEVANT INFORMATION

- Working across **headspace** programs and teams will be actively encouraged
- Staff may be required to work from any Alfred Health **headspace** sites
- Current Victorian Driver's License
- Current working rights visa
- Satisfactory completion of a Police Check
- Satisfactory completion of Working with Children Check

This position description will be subject to periodic review

Position Description authorised by: Jane Laidlaw – Centre Manager headspace (Alfred Health)

Date: 11 January 2021