



Position Description

Administration Support Officer

Location: headspace Adelaide

Department: Administration

Employment Type: Casual / Part Time, Maximum Term

Approved By: Greg Young

Date Approved: November 2018

Agreed By: _____

Date Agreed: _____

1. HEADSPACE VISION

All young Australians are supported to be mentally healthy and engaged in their communities.

2. HEADSPACE MISSION

headspace collaborates to design and deliver innovative ways of working with young people to strengthen their mental health and wellbeing.

3. HEADSPACE VALUES

At headspace, we are inspired by and believe in the power of youth. We work together to deliver authentic, progressive and inclusive services to build a brighter future with young people. We know where we're going, we're guided by our values, and we're committed to getting there together. Our people play an important part in shaping our culture and therefore, all headspace employees are expected to undertake their work in accordance with the headspace values as follows:

- **Inclusion** - We have a welcoming, safe and inclusive work environment - we believe that there is strength in difference
- **Collaboration** - We share information and work collaboratively, internally and externally, to deliver great outcomes with young people
- **Agility** - We are agile and innovative in our approach, so that we continue to meet the changing needs of young people
- **Excellence** - We have dedicated people who are empowered to deliver on our promises so that we can provide professional, high quality services



4. POSITION SUMMARY

The Administrative Support Officer is part of the **headspace** Adelaide Centre.

The Administrative Support Officer reports to the Practice Manager and is primarily responsible for providing high quality day-to-day administrative services to support the effective functioning of the **headspace** Adelaide Centre. The position has a key role in ensuring that the service is perceived by young people as accessible, youth friendly and welcoming.

5. POSITION CONTEXT

headspace Adelaide is operated by **headspace** Services Limited (a subsidiary of **headspace** National Youth Mental Health Foundation). **headspace** Adelaide consists of a **headspace** Centre and the South Australian **headspace** Youth Early Psychosis Program (hYEPP).

The Administrative Support Officer works as part of the **headspace** Adelaide Team, in order to assist with service access and service integration.

headspace Adelaide is an accessible, youth friendly, integrated service hub that provides evidence based interventions and support to young people aged 12–25 years. **headspace** Adelaide delivers services comprising mental health, alcohol and other drugs, primary care and vocational services. The aim is to improve outcomes for young people by addressing the major barriers for service use, and enabling better access to, and engagement in, early intervention services that provide holistic and integrated care.

6. KEY RESPONSIBILITIES/OUTCOMES

The Administrative Support Officer is primarily responsible for providing exceptionally high quality day-to-day administrative services to the **headspace** Adelaide Centre, in order to support service delivery.

The position is responsible for:

- Assisting the Practice Manager to identify, establish, improve and maintain processes for **headspace** Adelaide
- Ensuring the day to day running of the office is highly functioning and operational, including maintenance, scheduling of meetings etc.
- Providing daily administrative support, ensuring all incoming phone calls and guests are attended to, in a prompt and courteous manner, and enquiries are handled efficiently and effectively in a confidential and sensitive manner.
- Providing information to young people and their families presenting to the centre, and assisting with registration and data entry of new client information and profiles.
- Meeting and greeting clients and providing exceptional customer service.
- Providing professional and timely administrative support services as required.
- Maintaining accurate records of petty cash, expenditure, completing reconciliation and request for reimbursements, and allocating/reconciling Cab Charges as required.
- Assisting the **headspace** Adelaide Team with administrative functions for meetings, including scheduling, developing and disseminating agendas and minutes.
- Ensuring adequate practice supplies of consumables (stationery cleaning supplies etc.)
- Coordinating incoming and outgoing mail.
- Contributing to the integrity of all internal information systems as required, by maintaining data through timely updates and revision of information where required.



- Providing administrative and operational support to Consultant psychiatrists, including the dictation, editing and distributing assessments in a timely and efficient manner.
- Ensuring the collection of all relevant data in order to measure deliverables and continuously improve the delivery of services.
- Providing timely, high quality reports as required in collaboration with all **headspace** Adelaide employees.
- Achieving high quality service delivery, through engaging in the business improvement process and contributing and complying with all processes and procedures.
- Participating in relevant training and development activities as an effective team member.
- Other relevant duties as directed by the Practice Manager.

7. SELECTION CRITERIA

7.1 Essential

- Demonstrated experience in administration
- Knowledge of administration and procurement procedures
- Ability to provide administrative support to committees for agendas, booking venues, minute taking and any follow up actions
- Demonstrated experience working with Electronic Medical Records (EMR)
- Experience with billing or other IT/ health support based tools
- An exceptional eye for detail
- Strong information technology and information management skills, with experience in the use of Outlook, Word, Excel and PowerPoint
- Highly developed customer service, problem solving and interpersonal skills in order to be able to work with all staff, stakeholders and members in a team based environment
- Excellent verbal and written communication skills
- Professional, ethical with a high level of self-motivation and initiative
- Proven ability to handle high volumes of work, prioritise workloads and meet agreed timeframes

7.2 Desirable

- Previous experience using a Dictaphone to transcribe medical summaries and reports etc
- Experience in working with young people
- Experience working in the primary health care sector

8. POLICIES AND WORKPLACE PRACTICES

All **headspace** employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that at all times, employees will:

- be respectful towards the organisation, colleagues, clients and the general public
- be cognisant with and uphold the objectives and philosophy of **headspace**
- act collaboratively with all colleagues
- act in a safe and responsible manner at all times