

Administration Support Officer

Casual & Part-Time

Make a difference by joining one of Australia's most innovative youth services.

The primary role of the Administration Support Officer (ASO) is to provide reception and administrative support to members of the headspace team in order to facilitate a high level of care for young people, their family and friends. The ASO works to provide youth-friendly, professional and confidential administration services to support effective service delivery and the day-to-day functioning of the service. The successful applicant will be essential to ensuring that headspace is perceived by young people as friendly, accessible and welcoming.

The role will provide reception support to various clinical staff to ensure the smooth running of headspace Swan Hill. The ASO is generally the first point of contact with the public. Therefore, it is essential that they have a friendly demeanour and are courteous, highly professional and able to interact with a wide and diverse group of people. The ASO will work proficiently and collaboratively with headspace staff in a fast-paced and changing environment.

This role will commence as a casual position with opportunity to roll into an ongoing part-time position. The successful applicant will work between the hours of **9.30am-6.00pm Monday to Thursday and 8.30am-5.00pm Friday.**

About You:

- Current National Police Check & Working with Children's Check
- Complete COVID Vaccinations & 2024 Flu Vaccination, Serology evidence of immunisation status

About us: Swan Hill District Health is a 143 bed (including Aged Care), fully integrated rural public health facility servicing a greater community of around 35,000 people. Our vision at, Swan Hill District Health, is to provide clear, connected care, best experience for our community

SHDH is a compassionate, family friendly employer where every employee is a valued team member. Inclusive of a perfect work/life balance, SHDH also provides:

- ◆A dynamic workplace
- ◆Free onsite car parking
- ◆Salary Sacrifice/Packaging
- ◆Discounted Corporate gym memberships
- ◆Professional Development opportunities
- ◆Employee Assistance Program

Enquiries about this role should be directed to Hayley Neuschafer, headspace Swan Hill Manager, Ph: (03) 4010 7102 or E: hneuschafer@shdh.org.au

To apply for this position: email the completed Application for Employment form, Cover letter, CV and response to the key selection criteria to employment@shdh.org.au.

You will find the full position description containing the key selection criteria & application for employment form in the attached documents. Swan Hill District Health reserves the right to commence interview immediately upon receipt of applications.

Closing date: 31st May, 2024

Swan Hill District Health is an equal opportunity employer committed to diversity and inclusion. We welcome applications from Aboriginal and Torres Strait Islander people, people with diverse cultural and linguistic backgrounds and people with disability.



Position Description

Administration Support Officer

Location	headspace Swan Hill
Classification	HS1 – Grade 1 (Victorian Public Sector, Health and Allied Services, Managers and Administrative Workers Enterprise Agreement 2020-2021)
Salary	Dependent upon experience and qualification
Hours	Casual (Hours of Work 9.30am-6.00pm Monday-Thursday & 8.30am-5.00pm on Friday's)
Term	Casual employment with option for Part-Time from July 2024 to August 2025
Direct Employer	Swan Hill District Health is the lead agency for headspace Swan Hill
Applications Close	Friday May 31 st 2024

POSITION SUMMARY

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The Administration Support Officer will work proficiently and collaboratively with headspace staff in a fast-paced and changing environment. The successful applicant will work between the hours of 9.30am-6.00pm Monday to Thursday and 8.30am-5.00pm on Friday's.

To find out more about headspace and **Swan Hill District Health** visit headspace-centres/swan-hill, headspace.org.au and www.shdh.org.au.

KEY RESPONSIBILITIES

Reception

- Meet and greet clients and centre visitors and provide exceptional customer service.
- Ensure all incoming phone calls are attended to in a prompt, courteous and youth-friendly manner.
- Reception duties including answering phones, booking and confirming appointments, transcribing letters and reports, and scanning client files.
- Provide information to young people and their families and friends presenting to headspace, ensuring that all enquiries are dealt with in a confidential and sensitive manner.
- Facilitate the set up and pack up of the centre ensuring all equipment is accounted for.

Administration

- Assist the headspace Swan Hill Manager and Senior Clinician to identify, establish, improve and maintain administrative processes.
- Operation, maintenance and security of MasterCare, the electronic client record system.
- Operation, maintenance and security of Best Practice, electronic medical record system for General Practitioner sessions including Medicare billing and invoicing.
- Assist in administrative functions for meetings and events, including scheduling, catering, and preparing agendas and minutes.
- Maintain accurate financial records for petty cash, expenditure, reconciliations, and requests for reimbursement as appropriate.
- Ensure adequate supplies of consumables, such as stationery, printer, medical and kitchen supplies.
- Coordinate incoming and outgoing mail.
- Organise accommodation including booking and processing invoices for staff development training.

General

- Participate in relevant training and development activities as an effective team member.
- Other duties consistent with the position where required and/or requested by management from time to time.

CLASSIFICATION

Managers and Administrative Workers – Grade 1

- Employees require knowledge associated with several years' experience or specialised training.
- The performance of tasks is within a defined area of activity which have clearly defined objectives.
- Employees have the ability to obtain cooperation from others so they can comply with technical and administrative arrangements, or to provide information and advice to young people and members of the public consistent with headspace guidelines.
- There are established procedures for performing tasks and the position is well defined, with standardised processes, although the tasks performed may require the creative use of a number of accepted methods or systems.

Position Description – Administration Support Officer

- The most suitable courses of action is selected from a limited range and effective choice is guided by procedures or rule and can be learned.
- The position's progress is closely monitored against standards.
- The employee will report frequently on work progress and/or receive instructions which determine the work program and the standards to be achieved.
- The positions are required to analyse situations or information, clearly and accurately communicate information, or make recommendations to peers or immediate supervisors.

RELATIONSHIPS

The position holder will be required to develop and maintain positive and effective working relationships with a broad range of people and organisations. They must positively represent headspace and **Swan Hill District Health** to the public, community, government and other organisations.

Reports To	headspace Swan Hill Manager
Internal Relationships	Swan Hill District Health staff headspace centre and collocated staff Medical and Private Practitioners Youth advisers/reference group members
External Relationships	Young people and their family and friends that access the centre Health and community service providers and staff Consortium partner organisations and staff Other external partners, vendors, providers and key stakeholders

KEY SELECTION CRITERIA

Successful applications will complete and provide *all* of the following:

1. a cover letter,
2. résumé,
3. responses to how they meet the characteristics described in each bullet point under *Personal Qualities*, *Key Selection Criteria*, and *Desirable Experience* (if able), and a
4. Swan Hill District Health [Application for Employment Form](#)

headspace Swan Hill uses the Victorian Public Service Employment Capability Framework to develop Key Selection Criteria, assess roles and the capability of candidates. In preparing your responses to the Key Selection Criteria please [click here](#) for more information on the framework and the "Levels" shown.

Personal Qualities

- Customer focus – able to provide youth-friendly support.
- Initiative and Accountability.

Knowledge and Skills – Some at Level A and most at Level B

- Service Excellence – Is able to provide youth-friendly care. Sets personal standards of excellence, monitors client satisfaction, looks for continuous improvement opportunities, and takes responsibility for correcting problems promptly.
- Interpersonal Skills – Polite and considerate in dealing with others. Sees things from others' point of view and confirms understanding. Expresses own views in a constructive and diplomatic way. Aware of peoples' moods and temperament.

Position Description – Administration Support Officer

- Planning and organisation skills – Takes an organised and methodical approach to work. Identifies tasks, sets priorities and organises systems and procedures to guide work and track progress. Recognises barriers and finds effective ways to deal with them.
- Computer skills: Understands the purpose of, and is able to use, common software applications. Demonstrated proficiency with information technology programs and the Microsoft Office Suite in particular.

Desirable Experience (if applicable)

- Relevant qualifications in office or business administration, or substantial experience in a similar role.
- Experience as a medical receptionist.

WORKPLACE POLICIES AND PRACTICES

All **Swan Hill District Health** employees are required to familiarise themselves with the organisation's policies and procedures and to abide by them at all times.

Our Purpose:	Connected Care / Best Experience <ul style="list-style-type: none">• SHDH commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the best care experience.
Continuous Quality Improvement:	<ul style="list-style-type: none">• Each staff member is expected to demonstrate a commitment to best practice.• All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care.• All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards.• It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies and Protocols• We recognise diversity is part of every person and as such providers of health care must be actively involved in developing models of care that are person centred.
Person Centred Care:	The Health Service supports in its values the philosophy of Person Centred Care to ensure all people, including health service providers, clients, their carer's and family members are respectfully cared for and encouraged to participate in the provision of quality health care. Recognise diversity is part of every person & as such providers of health care must be actively involved in developing models of care that are person centred.
Infection Control:	<ul style="list-style-type: none">• Each staff member has a responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.• The risk minimisation strategies are to be supported by all staff adhering to the Infection Control Manual policies, procedures and guidelines.• Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers), through either documentation or copy of serology report. It is required that there is immunization for all vaccine preventable illnesses
Privacy and Confidentiality:	SHDH is committed to protecting young people, their family, friend and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records

Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.

Each employee has a responsibility to adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.

Child Safety:

All children have the right to feel and be safe. Keeping children safe is everyone's responsibility. SHDH is committed to providing a child safe environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them. SHDH have zero tolerance to child abuse. Each employee has a responsibility to adhere to this requirement. Any breach of this standard will result in disciplinary action.

Mandatory Training:

All employees must be aware of and complete designated mandatory training within the required time frame.

Safety:

It is the responsibility of every staff member to:

- Take reasonable care for your safety and the safety of others while at work.
- Report accidents, incidents and potential hazards as soon as reasonably practicable to your supervisor and record on VHIMS reporting system.
- Advise your supervisor if you have an injury or illness that may affect your ability to perform the inherent requirements of your position.
- Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual.
- Complete all Mandatory training requirements as identified and directed.
- Comply with the Occupational Health and Safety Act and all SHDH O.H. & S. online Policies and Procedures.

Asset Management:

Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.

Review:

Completion of My Work Plan on a yearly basis.

Other Requirements:

The position holder will:

- Have a current Working with Children Check and National Police Check**.
- Maintain a current driver's license**.
- Maintain eligibility to work in Australia**.
- Participate in a six-month probationary period.

** Evidence must be provided prior to appointment.

SWAN HILL DISTRICT HEALTH AND SWAN HILL

For **information on How to Apply** go to www.shdh.org.au/employment/how-to-apply.

For more information about leisure, work and accommodation in Swan Hill visit dreamswanhill.com.au and [click here](#) to download a local information booklet.

Further enquiries

To find out more about this position, please direct your enquiries to Hayley Neuschafer, headspace Swan Hill Manager on 03 4010 7100 or hneuschafer@shdh.org.au.

Position Description – Administration Support Officer

Approved by: headspace Swan Hill Manager

Date Approved: 20240510

Manager Name: Hayley Neuschafer

Manager Signature: _____ **Date:** _____

Employee Name:

Employee Signature: _____ **Date:** _____



The Application for Employment form is required to be submitted with the following documents:

- Covering letter in support of application
- Response to Key Selection Criteria
- Applicants Curriculum Vitae

Position Applying for	
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General Information

Name			
Address			
Contact	<u>Home phone</u>	<u>Mobile</u>	<u>Email</u>

Are you of Aboriginal/Torres Strait Islander Origin? No Aboriginal Torres Strait Islander
(This question is voluntary)

Do you wish to be identified under this category? Yes No

Are you an Australian Citizen or Permanent Resident: Yes No Date of Grant/...../.....

If no, what is your current Visa Status – Visa type _____ Expiry date/...../.....

Place/Country of issue: _____ Issue Number: _____

Do you require sponsorship? Yes No

Conditions of Employment

Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for:

Initial employment is subject to:

- 6 months' probationary period (*with a review at 3 months.*)
- Requirement to work any shift
- Requirement to work in any department as required

Hours of Work – _____ (Availability)

Discipline/Misconduct

Have you experienced discipline or misconduct action at any previous employment? Yes No

If **Yes**, please provide details:

Police and Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment.

If you have a current Police Check and/or Working with Children Check, please show the check identifying numbers and the date of issue: _____

Upon engagement, you will be required to provide the necessary information to complete a Check. Please note that it is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

Pre-existing Health and Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

Disclosure advice: - (to be completed by the applicant)

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

Signature of applicant: _____ **Date:**/...../.....

NOTE: If providing this form electronically, you accept that the information is true and correct by the action of submitting the form. You will be requested to sign the printed version at your interview if you are selected.

Enquiries:

Email address: employment@shdh.org.au

Phone: 03 50339315

Postal Address: PO Box 483 SWAN HILL VIC 3585