



Swan Hill
District Health
Connected Care. Best Experience.



Inclusive

Compassionate

Progressive

Accountable



headspace Administration Support Officer
Casual position

A casual position is available for an Administration Support Officer (ASO) to join our enthusiastic team of Health Professionals in the headspace department at Swan Hill District Health.

The Position

headspace is looking for a vibrant individual to join their team. 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 headspace. The successful applicant will be essential to ensuring that headspace is perceived by young people as friendly, accessible and welcoming.

The successful applicant will work casually across centre operating hours: **Monday 9:30am-6:00pm, Tuesday 8:30am-5:00pm, Wednesday 7:30am-7:00pm, Thursday 8:30am-5:00pm & Friday 8:30am-5:00pm.** (Future part-time maternity leave coverage may be available)

You Bring

- Relevant qualifications in office or business administration experience
- Consumer Service excellence adapted to provide youth-friendly care
- Polite, considerate, empathetic skills
- Planning and organising skills
- Demonstrated proficiency with information technology programs, in particular the Microsoft Office Suite

Mandatory requirements (remove or add as per position description)

- Current satisfactory National Police Check results or willing to obtain
- Working with Children's Check, or willing to obtain.
- Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers).

headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health through Murray PHN.

About Swan Hill: Swan Hill is situated in North-West Victoria. Located on the beautiful banks of the Murray River with multiple tourist attractions and community events in the surrounding region.

About Swan Hill District Health: 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. At Swan Hill District Health (SHDH), our vision is to provide connected care, best experience for our community. SHDH is a compassionate, family friendly employer where every employee is a valued team member. Whilst encouraging and supporting work/life balance, SHDH also provides:

- ®A dynamic workplace
- ®Discounted Corporate gym memberships
- ®Salary Sacrifice/Packaging
- ®Professional Development opportunities
- ®Employee Assistance Program

Attract Connect Stay; our community are excited to see you and your family arrive. Let us help you connect; schools, partner employment, clubs, housing and the things that matter to you when building your new life.

To apply for this position please email your Cover letter responding to the Key Selection Criteria and up-to-date CV, to employment@shdh.org.au.

You will find the position description on our website – [Vacant positions](#)

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. If you require any reasonable adjustments to the recruitment process or the role, please let us know by contacting employment@shdh.org.au

Applications close: 8th October 2026

Swan Hill District Health reserve the right to interview and appoint candidates prior to this date.



Position Description

Administration Support Officer (ASO)

Location	headspace Swan Hill
Classification	Managers & Administrative Workers- Grade 1 (Health and Allied Services, Managers and Administrative Workers- (Victoria Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027)
Salary	Dependent upon experience and qualification
Hours	Casual across centre operating hours Monday 09:30-18:00, Tuesday 08:30-17:00, Wednesday 07:30-19:00, Thursday 08:30-17:00 & Friday 08:30-17:00 (Future part-time maternity leave coverage may be available)
Term	Casual
Direct Employer	Swan Hill District Health is the lead agency for headspace Swan Hill
Applications Close	Thursday 8 th October 2026

POSITION SUMMARY

The primary role of the Administration Support Officer 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 Administration Support Officer 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 Administration Support Officer 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 Administration Support Officer will work proficiently and collaboratively with headspace staff in a fast-paced and changing environment. The successful applicant will work on a casual basis across week days. There is future opportunity for part-time maternity leave coverage for the right applicant.

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.

Administration

- Assist the headspace Swan Hill Manager and Senior Clinician to identify, establish, improve and maintain administrative processes.
- Operation, maintenance and security of headspace Service Platform (hSP), the electronic client record system.
- Operation, maintenance and security of Best Practice, electronic medical record system for General Practitioner sessions.
- Monitoring of headspace Swan Hill inbox and responding to emails as required.
- 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.

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	headspace centre and collocated staff Swan Hill District Health staff Medical and Private Practitioners Youth advisers/reference group members
External Relationships	Headspace National Office staff Staff from other headspace centres Consortium partner organisations and staff Local youth, health and community service providers and staff Government departments, ministers and staff Young people and their family and friends that access the centre 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 *Experience, Knowledge and Skills, and Personal Attributes*
4. Swan Hill District Health [Application for Employment Form](#)

Experience (desirable but not essential)

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

Knowledge and Skills

- 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.
- 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.

Personal Attributes

- Teamwork- Co-operates and works well with others in the pursuit of team goals. Collaborates and shares information, showing consideration, concern, and respect for others. Accommodates and works well with the different working styles of others.
 - Flexibility- Adaptable and open to new idea. Accepts changed priorities without undue discomfort. Recognises the merits of different options and acts accordingly.
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WORKPLACE POLICIES AND PRACTICES

Swan Hill District Health would like to acknowledge First Nations communities of Wamba Wamba, Wadi Wadi, Barapa Barapa, Latji Latji, and the Tatti Tatti people on whose land we work and live. We pay respect to all Elders past and present and honour their connection to the land and water.

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.

It is expected that at all time employees will:

- Be respectful towards the organisations, colleagues, clients, and the general public.
- Support the headspace vision and objective, and demonstrate the values of headspace.
- Take reasonable care of their own health and safety, and that of others in the workplace.

Infection Control

Each employee 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 employees adhering to the Infection Control Manual policies, procedures and guidelines.

Continuous Quality Improvement

Each employee is expected to demonstrate a commitment to best practice.

- All employees shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high-quality services.
- All employees will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards.
- It is the responsibility of every employee to be familiar with Health Service wide and specific Department Policies and Protocols.

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 carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.

We 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.

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.

Our Purpose:

Connected Care / Best Experience

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.

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.

Mandatory Training:

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

Safety:

Responsibilities: 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:

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

Other Requirements:

The position holder must also:

- Maintain a current Working with Children Check**
- Undergo a current and satisfactory National Police Check**
- Maintain a current driver's license**
- Maintain eligibility to work in Australia**
- Participate in a 6-month probationary period
- Participate in annual individual performance reviews and professional development planning

** 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.

Approved by: headspace Swan Hill Manager

Date Approved: 31.08.2026

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

General Information

Name

Address

Contact

Home phone

Mobile

Email

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