



**Swan Hill
District Health**
Connected Care. Best Experience.



Inclusive

Compassionate

Progressive

Accountable

headspace Administration Support Officer

2x Part-Time positions available

Two part-time positions are available for an Administration Support Officer (ASO) to join our enthusiastic team of Health Professionals in the headspace department at Swan Hill District Health.

- 0.8 FTE (4 days per week) fixed term maternity leave position (12mths)
- 0.4 FTE (2 days per week) ongoing position.

(Individuals seeking full-time employment also encouraged to apply)

The Position

headspace Swan Hill is seeking a friendly, organised, and professional Administration Support Officer (ASO) to join our team. As the first point of contact for young people, families and friends accessing our service, you will play a key role in creating a welcoming and positive experience.

The ASO provides confidential administrative and reception support to ensure the efficient day-to-day operation of headspace. This role is integral to helping young people feel comfortable, supported and connected when accessing our services.

The successful applicants will work across centre operating hours: **Monday 9:30am-6:00pm, Tuesday 8:30am-5:00pm, Wednesday 7:30am-7:00pm (shared roster), Thursday 8:30am-5:00pm & Friday 8:30am-5:00pm.**

You Bring

- Relevant qualifications in office or business administration, or demonstrated experience in a similar administration or reception role
- Experience in reception, customer service or administrative support
- Experience working within health, mental health, community or youth services (desirable)
- Commitment to providing youth-friendly, welcoming and professional service
- Excellent interpersonal, communication and customer service skills
- Strong planning and organising skills
- Demonstrated proficiency in Microsoft Office and ability to learn new software systems
- Ability to maintain confidentiality and professionalism when handling sensitive information
- Commitment to working collaboratively within a team and supporting an inclusive environment

Mandatory requirements

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

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: 9th November 2026

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

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



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)
Hours	Monday 09:30-18:00, Tuesday 08:30-17:00, Wednesday 07:30-16:00 or 10:30-19:00, Thursday 08:30-17:00, Friday 08:30-17:00
Term	Two positions available 0.8 FTE (4 days per week) 12mth fixed term maternity leave 0.4 FTE (2 days per week) ongoing
Direct Employer	Swan Hill District Health is the lead agency for headspace Swan Hill
Applications Close	9th November 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. Wednesday hours may be worked 07:00-16:00 or 10:30-19:00 as part of shared roster with another ASO. The position is for 12mth maternity leave coverage with future opportunity for ongoing part-time (2 days per week) work.

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.
- Maintain accurate and secure records within the 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** that details how applicant meets the below key selection criteria for *Experience, Knowledge and Skills, and Personal Attributes*
2. **résumé**,
3. Swan Hill District Health [Application for Employment Form](#)

Experience (desirable but not essential)

- Relevant qualifications in office or business administration, or demonstrated experience in a similar administrative or reception role.
- Experience working within health, mental health, community, or youth services
- Experience in a reception or customer service role.
- Experience using electronic client management systems, medical software or electronic health records.
- Experience managing confidential and sensitive information in a professional environment.

Knowledge and Skills

- **Service Excellence** – Demonstrates a commitment to providing youth-friendly, welcoming and professional service. Maintains high personal standards, monitors client satisfaction, identifies opportunities for continuous improvement, and takes prompt action to resolve issues.
- **Interpersonal Skills** – Communicates in a polite, respectful and considerate manner. Demonstrates empathy, active listening and the ability to build positive relationships with young people, families, colleagues and stakeholders. Expresses views constructively and diplomatically.
- **Planning and Organisation** – Takes an organised and methodical approach to work. Effectively prioritises tasks, manages competing demands, maintains accurate records, and implements systems to support efficient service delivery.
- **Computer Skills** - Demonstrated proficiency in Microsoft Office applications and electronic client management systems, with the ability to quickly learn and adapt to new software platforms.
- **Confidentiality and Professionalism** – Demonstrates an understanding of privacy, confidentiality and professional boundaries when handling client information and interacting with young people and their families.

Personal Attributes

- **Teamwork**- Works collaboratively and cooperatively with others to achieve team goals. Shares information openly, demonstrates respect and consideration for colleagues, and

adapts effectively to different working styles.

- **Flexibility**- Demonstrates the ability to adapt to changing priorities, manage competing demands, and respond positively within a busy and dynamic youth health service environment.
- **Initiative** – Identifies opportunities to improve processes, takes proactive steps to address issues, and contributes positively to the effective operation of the service.
- **Resilience** – Maintains professionalism, composure and sound judgement when working in a busy environment and when interacting with people experiencing distress or challenging circumstances.
- **Cultural Responsiveness** – Demonstrates respect for diversity and the ability to work effectively with people from a range of cultural backgrounds, including Aboriginal and Torres Strait Island peoples, LGBTIQ+ communities, and young people with varied lived experiences.

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

Position Description – Administration Support Officer

- 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: 30.09.2026

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