



Position Description Administration Officer

headspace Shoalhaven
Full time

Purpose of position

To provide reception services and administrative support for headspace Shoalhaven's Youth Health Centre.

Key Responsibilities

- Provide a full range of reception services, including meeting and greeting of visitors, answering and appropriately directing incoming telephone calls, and assisting with inquiries where possible and appropriate.
- Provide comprehensive administrative support to the headspace Shoalhaven Youth Health Centre (for example word processing, data entry, managing appointments, maintaining waiting lists, collection, copying and filing of client and clinician resources, taking and transcribing minutes of meetings, developing and maintaining form letters and report templates for use within the service, and other administration as required).
- Assist Operations Manager in the daily functioning of the headspace Shoalhaven Youth Health Centre including coordinating appointment and room booking systems, stock control and maintenance of a clean, safe and inviting environment for visitors. Process incoming referrals to the mental health services according to documented policies and procedures.
- Co-ordinate the Medicare billing and client booking system and contact clients to remind them of their appointment and confirm their attendance.
- Assist the headspace manager and mental health services team leader with the orientation/induction of newly employed staff to headspace team as required.
- Collect and organise data required for the local and national evaluation of headspace Illawarra's general practice and mental health services, and generate reports as requested by the headspace manager from the records management system and national Minimum Data Set.
- Assist in the implementation of any program processes and activities as advised by the headspace manager.

Competencies

- TAFE qualifications in administration or a combination of relevant training and experience deemed to be appropriate.
- Previous experience working in an administration role providing a wide range of administrative services.
- Ability to engage and communicate effectively with young people.
- Previous experience working in a health setting (desirable)

- Highly proficient in the use of a desktop computer, with familiarity with the Microsoft Office suite of programs.
- Demonstrated ability to be organised, prioritise work and manage time effectively.
- Ability to learn new technologies or programs, such as electronic client billing, booking and records systems, or other software or online systems.
- Well developed verbal and written communication skills
- Demonstrated commitment to customer service and teamwork
- Possess initiative and attention to detail
- Willingness to undertake further training in relation to medical reception and or practice management.