



POSITION TITLE:	Receptionist/Administration Officer
POSITION NUMBER:	HS064
POSITION LOCATION:	Hamilton
CLASSIFICATION:	SCHADS Level 2 (Pay Point will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
TEAM/DIVISION:	Operations Team – Health Services Division
EMPLOYMENT CHECKS:	Current National Police Check, Working with Children Check and NDIS Worker Screening Check

OUR ORGANISATION

Brophy Family and Youth Services (Brophy) is a not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in Warrnambool, Portland and Hamilton.

Brophy values the safety of all children and young people and has zero tolerance for any form of child abuse or harm. We listen to and ensure the participation and empowerment of all children and young people.

The cultural safety of First Nations people is important to us. We seek to maintain a safe environment so the diverse and unique identities of First Nations people are respected and valued.

At Brophy young people will be supported to express their culture and enjoy their cultural rights.

Brophy has a zero tolerance of racism and has an expectation that staff and volunteers will act on incidents of racism.

Brophy actively values and promotes diversity in our community and affirms our commitment to be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTIQA+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTIQA+ inclusive practice.

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

DIVISION AND PROGRAM OVERVIEW

The Health Services Division at Brophy provides early intervention health and wellbeing and AoD programs and services for young people across the south west region of Victoria.

Programs include Drug and Alcohol Responding Early (DARE), WILD adventure therapy interventions, Youth Enhanced Services (YES), Enhancing Mental Health Support in Schools Program, and headspace.

Brophy is the Lead Agency for the headspace Hamilton Centre, the headspace Warrnambool Centre and headspace Portland which is a satellite service governed by headspace Warrnambool. For further information about these centres, visit: [headspace Warrnambool | Youth Mental Health Centre & Services](#), [headspace Portland | Youth Mental Health Centre & Services](#) and [headspace Hamilton | Youth Mental Health Centre & Services](#).

Our headspace Centres provide services across the four core streams of mental health, physical and sexual health, educational and vocational support, and alcohol and other drug services.

For more information about the programs offered by the Health Services Division at Brophy, visit: [Our Programs - Brophy Family and Youth Services](#).

For more information about headspace, visit: <https://headspace.org.au>.

PRIMARY PURPOSE OF ROLE

The Receptionist/Administration Officer provides excellent specialist customer service to the headspace team ensuring the smooth, timely and efficient operations of administrative tasks and performance of various other tasks associated with the requirements of the headspace service.

The position supports the Operations Manager ensuring the provision of a quality service, accurate and efficient administration of client record management systems, client referral and appointment systems, processing supplier payments and receivables, and provision of excellent customer service to young people and a multidisciplinary team.

The role requires an experienced and motivated individual who can effectively engage, liaise and negotiate competing demands and achieve deliverables within timelines.

ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

The position is required to work as a member of the headspace team to provide high quality and operational administrative support and customer service to ensure the efficient delivery of headspace services in accordance with quality and safety systems, funding requirements and accreditation standards.

The position will be a key contributor to a learning culture through regular planning, review and evaluation to ensure that service administrative and operational system improvements provide a seamless and positive experience for young people and their families.

REPORTS TO

The position reports to and is supervised by the Operations Manager – headspace Hamilton.

KEY RESPONSIBILITIES

Personal and Professional

- Embrace Brophy's commitment to child safety and wellbeing and demonstrate this through practice that reflects equity and inclusion, cultural safety and ensuring the safety and wellbeing of all children and young people.
- Demonstrate a commitment to ongoing skill development and training relevant to the role both personally and professionally.

- Participate in supervision, secondary consultation within scope of practice and professional development as negotiated with Line Manager.
- Participate actively in team meetings, team planning days and agency activities to ensure an integrated approach to service delivery.
- Participate in all core training to ensure integrity of the agreed model of service delivery.

Technical Skills

- Ensure you have access to and comply with legislation, standards, policies, practices and procedures relevant to the program area.
- Ensure a professional standard of care and service provision according to the philosophy of Brophy Family and Youth Services.
- Reception duties include ensuring all incoming phone calls are attended to in a prompt and courteous manner, booking and confirming appointments, and preparation of new client files
- Accurate maintenance of electronic client records systems (Best Practice) including scanning and uploading of documentation into client files.
- Maintaining client surveys on headspace National's MDS system in a timely manner.
- Maintaining accurate client appointment system including the follow up of DNA (did not attend) clients in accordance with current operational procedures.
- Prepare client accounts using Medicare Australia's bulk-billing process.
- Prepare letters and other documentation as requested by the headspace Leadership team and private contractors.
- Support the operation of and communication between headspace centre staff and private practitioners.
- Organise and manage room bookings for attending clinical staff (including private contractors and co-located services), as well as outreach staff and other team members as required.
- Maintaining a youth friendly environment and information in accordance with operational standards; ensuring reception, waiting areas, consultation and meetings rooms are always presentable and stocked with current and merchandise and collateral.
- Monitor office and other service provision supplies and staff amenities, anticipating needs and placing / following up on orders.
- Support the provision of community awareness and engagement activities.

Customer Service

- Promote the program's services and the Agency throughout the region.
- Develop and maintain effective working relationships with a broad range of stakeholders and services, across a variety of sectors to ensure an integrated and collaborative approach that supports positive client outcomes.
- Demonstrate an awareness and practice in response to the diverse needs of clients.
- Demonstrate an understanding of rural communities and the issues they face.

Continuous Quality Improvement

- Seek regular consumer feedback regarding the effectiveness of the programs services as part of the Brophy Clinical Governance Framework.
- Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients.
- Participate in and contribute to BFYS quality improvement processes and other activities to meet service and accreditation standards.

Teamwork and Communication

- Support a positive team approach across the program area, Agency and with other service providers and partners.
- Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures.
- Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the Agency's objectives.
- Participate in the development of consumer participation activities within your team and Agency.
- Undertake other appropriate duties as directed by the Line Manager.

Administration and Documentation

- Take responsibility for accurate, confidential and timely case-noting, record keeping, filing and general maintenance of client information, in accordance with relevant program and agency requirements and standards.
- Ensure all relevant program planning, documentation; evaluation and reporting are completed in a timely and accurate manner.
- Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.

GENERAL RESPONSIBILITIES

- Adhere to Brophy's Employee Code of Conduct, and internal policies and procedures.
- Embrace and abide by Brophy's Child Safety and Wellbeing Policy.
- Actively participate in all required supervision, annual performance management process, professional development and training activities.
- Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards.
- Participate and contribute to the culture of a Learning Organisation environment.
- Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems.
- Participate in the development of consumer's participation activities within your program and Brophy.
- Act on any incidents of racism or discrimination.
- Demonstrate and commit to Brophy's organisational values and model these daily.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties may be amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

KEY SELECTION CRITERIA

Qualifications

- A minimum qualification of a relevant Certificate III or higher in Administration (Medical) and/or experience in working in a similar role; and
- Current First Aid (Level 2) Certificate (desirable).

Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

- Demonstrated ability to provide high standard reception and administrative support.
- Experience using client management systems in a health setting (such as Best Practice).
- Excellent customer service and interpersonal skills including the ability to communicate warmly and effectively with a variety of people including a youth-friendly approach.
- Ability to work independently with minimal supervision as well as within a broader team.
- Ability to work well in a busy environment managing multiple demands.
- High level computer proficiency with attention to detail and accuracy, particularly using word processing, spreadsheet and database applications.
- Knowledge of health and welfare issues affecting young people and/or the headspace model (desirable).

AUTHORISED BY

NAME: Penny Bolton

POSITION: Executive Manager – Health Services

DATE: March 2024