POSITION DETAILS

Title	Receptionist/Administration Officer – headspace
Reference Number	BY064
Classification	Social and Community Services Employee Level 2 *(Pay Point dependent on qualifications and years of experience consistent with the Brophy Family & Youth Services Enterprise Agreement 2025)*
Organisational Area/Team	Brophy Youth: Mental Health & Early Interventions: headspace Hamilton
Reports To	Administration Coordinator - headspace
Direct Reports	N/A
Location	Hamilton/Warrnambool/Portland
Authorised By	Executive Manager – Youth Mental Health
Effective Date	August 2026

ORGANISATIONAL OVERVIEW

Brophy Family and Youth Services (Brophy) is a place-based, for-purpose community organisation working alongside children, young people and families across South West Victoria. We deliver a broad range of family, youth and children's services from sites in Warrnambool, Portland and Hamilton.

OUR COMMITMENT TO CHILD SAFETY, INCLUSION & PSYCHOSOCIAL SAFETY

Brophy has zero tolerance for child abuse or harm and is unwavering in our commitment to child safety and wellbeing. We empower children and young people by valuing their voices and participation. At Brophy, young people will be supported to express their culture and enjoy their cultural rights. We uphold cultural safety for First Nations peoples and inclusivity for LGBTIQA+ communities. Our workplace fosters psychosocial safety by promoting respect, wellbeing, and resilience for all staff and clients.

OUR VALUES

Our work is underpinned by the following core values, which guide how we engage with each other, clients, and the broader community.



PRIMARY PURPOSE OF THE 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 and broader Lead Agency.

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 Medicare payments, and provision of excellent customer service to young people and a multidisciplinary team.

The role requires a motivated individual, ready to apply their strengths to engaging stakeholders, navigating competing demands and achieving deliverables within timelines.

The service operates until 7pm, and the position works within a span of hours aligned to service needs and participates in a rostered schedule to ensure administrative coverage across all operating times.

This position operates at Social and Community Services Employee Level 2, working under general direction and exercising professional judgement, initiative and accountability consistent with the scope and complexity of the role.

WORK LOCATION AND ROLE REQUIREMENTS

Work associated with this position is undertaken within Brophy office, service and community environments, in accordance with operational requirements and organisational policy.

- **Independent or isolated work**
  The role may require working independently or in situations where immediate on-site support is not available, including engagement across multiple locations and community settings.
- **Travel between locations**
  Duties may involve travel between Brophy sites and other service locations, including driving as part of the role. Travel may include return journeys of up to four hours between sites, with longer travel possible when undertaking outreach activities.
- **Complex or time-sensitive situations**
  The role may involve responding to complex, sensitive or time-critical situations, requiring professional judgement, prioritisation and adherence to organisational procedures.

All duties are performed within Brophy's **Occupational Health and Safety Framework** including responsibilities for identifying hazards, following safe systems of work, and supporting safe, respectful and psychologically healthy workplaces.

KEY RESPONSIBILITIES

Service Delivery & Practice

Undertakes a range of service, administrative, operational or support activities using acquired skills and knowledge within clearly defined guidelines and established work procedures. Plans and organises allocated work, applies limited initiative and judgement within established processes and seeks assistance when matters fall outside available procedures or role scope.

Providing day-to-day administrative and customer service support that keeps the headspace centre running smoothly. Including managing reception, appointments and client record systems; preparing documentation; coordinating room bookings; processing Medicare claims; maintaining youth-friendly spaces; supporting community engagement activities; and ensuring office supplies and amenities are well

managed. The position provides practical, hands-on assistance across a wide range of operational tasks to support efficient service delivery.

Compliance, Risk and Governance

Applies relevant policies, procedures, documentation and compliance requirements within the scope of allocated responsibilities. Maintains required records and promptly identifies and reports incidents, hazards, concerns, errors or matters requiring further guidance.

Maintains accurate, confidential and timely client information, documentation and reporting in line with program and agency requirements. Follows established procedures for record keeping, complaint handling and critical incidents. Ensures all administrative practices comply with relevant legislation, standards and policies and contributes to evaluation and quality improvement activities that support safe, accountable and effective service delivery

Communication & Stakeholder Engagement

Communicates respectfully and clearly with clients, families, colleagues and relevant stakeholders in routine service and workplace interactions. Responds to enquiries and provides information within role scope, referring more complex or sensitive matters to the appropriate employee.

Supports collaborative service delivery by maintaining positive working relationships across the headspace team and broader service network. Demonstrates awareness of diverse client needs and the unique context of rural communities.

Team Culture, Wellbeing & OHS

Contributes positively to team activities and supports respectful, inclusive and safe ways of working. Cooperates with colleagues, shares relevant information and may assist other employees or volunteers to understand established work procedures.

Participates actively in meetings, planning days and agency activities. Embracing Brophy's commitment to child safety, cultural safety and inclusive practice, and follows safe work procedures to support wellbeing across the team. The position cooperates with colleagues, shares relevant information and assists others to understand established work processes.

Leadership & Organisational Contribution

Works under general guidance within clearly defined guidelines, with work outcomes monitored and assistance readily available. Takes responsibility for completing allocated work and may assist senior employees with defined activities, minor functions or specific projects.

Contributing meaningfully in supervision, secondary consultation and professional development, and contributes to continuous improvement processes that strengthen service quality and client experience. The position upholds Brophy's values, service philosophy and commitment to advantaged thinking.

GENERAL RESPONSIBILITIES

All employees are required to comply with Brophy's Code of Conduct and organisational policies and procedures, including its Child Safety, Cultural Safety and Psychosocial Safety frameworks.

Employees must demonstrate Brophy's organisational values, participate in supervision, performance review and professional development, contribute to quality improvement and support a safe, respectful and psychologically healthy workplace.

Employees may also be required to undertake other duties that are reasonably within the scope, capability and classification of the position.

KEY SELECTION CRITERIA

Mandatory Requirements	
Qualifications	A minimum qualification of a relevant Certificate III or higher in Administration (Medical) and/or experience in working in a similar role. A Current First Aid (Level 2) Certificate is desirable but not essential.
Compliance	NDIS Worker Screening Check, Working With Children Check (Employee)(Victorian), National Police Check, Driver's Licence
Experience, Skills & Attributes	
Demonstrated ability to deliver high-quality reception and administrative support that contributes to a positive, efficient and youth-friendly service environment.	
Capability in using client management systems in a health setting (such as Best Practice) to maintain accurate, timely and purposeful information that supports young people's engagement and outcomes.	
Excellent interpersonal and customer service skills, with the ability to communicate warmly, respectfully and effectively with diverse people to create welcoming, strengths-focused interactions.	
Ability to work independently with sound judgement while contributing positively within a broader team, demonstrating adaptability, reliability and the capacity to manage multiple demands in a dynamic service environment.	
Demonstrated ability to build respectful and effective working relationships with colleagues, clients, and relevant service contacts.	
Demonstrated ability to use Microsoft 365 applications and relevant organisational systems to complete work and maintain accurate information and records.	