

**POSITION DESCRIPTION – Reception / Administration Officer****Part 1 – Expectations for Your Role**

Position	Reception / Administration Officer
Service / Program	headspace Narre Warren & Pakenham
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Support Services Level 2
Reports to	headspace Service Manager – Narre Warren & Pakenham
Effective Date	September 2026

Key Deliverables

Reception

- Meet and greet (clients, members of the public, staff and other professionals) ensuring the highest standards of customer focus.
- Register clients attending the centre and inform relevant clinicians of their arrival, for both Primary consulting and Youth Health Clinics.
- Maintain a high standard of customer service by handling all customer queries including informing clients of delays in a courteous, friendly and helpful manner.
- Ensure all incoming calls are answered courteously and that any messages are taken accurately and passed onto the relevant staff member promptly.
- Ensure the reception, waiting room and consulting rooms are kept clean, comfortable and welcoming.
- Participate in after-hours or weekend work if required and negotiated.

Administration

- Coordinate the booking and set up of meeting/training/board rooms as required or requested.
- Manage incoming and outgoing correspondence including emails.
- As directed and with support, undertake any ordering or administrative function associated with running the centre
- As directed, and with support, assist in the coordination and maintenance of building and equipment maintenance.
- Assist in maintaining the presentation of the general office area (tidiness of common areas, meeting rooms, kitchen, ordering of supplies including stationary).
- Data entry of client information into headspace databases
- Ensure the integrity of the clinical filing system and records are maintained in all software programs used for the Primary consulting and Youth Health Clinic services.
- As directed, and with support, assist in the training of staff (new and temporary as required) in clinical software programs and administrative practices as appropriate.
- Follow procedures and processes delegated by the Service Manager or Senior Administration Officer and at times, for additional tasks given.
- Undertake other duties as directed by the Service Manager and/or headspace leadership within scope of practice based on service need.
- Participate in the development, implementation and evaluation of quality assurance activities.



- Represent headspace Narre Warren and Pakenham at community events, meetings and networking opportunities are required and negotiated

Skills

- Exceptional phone, front desk and office management skills with a professional manner for client relations
- Excellent time management and organisational skills
- Excellent written and verbal communication
- Strong organisational and planning skills with ability to prioritise tasks effectively.
- Always behaves and presents in a professional manner for work
- Proficient in the use of Microsoft Office suite and web and media skills
- Proven ability to work confidentially and productively with a high level of tact and diplomacy

Experience and Knowledge

- Previous experience working in an office environment within a medical or health setting.
- Demonstrated experience/interest in working with young people.

Mandatory Qualification/s, Competencies and/or Licences

- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced
- Current state-based driver's license

Highly regarded Qualifications and/or Certifications

- Certificate IV in Business / Medical Administration

Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Mobility:** Ability to move around the office and attend meetings.
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.
- **Travel:** Ability to travel locally to Each locations.

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.



POSITION DESCRIPTION - Employee
Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Our Commitment to Inclusion at Each

At Each, inclusion is at the heart of how we work, connect and care. We are committed to creating a workplace and services that are safe, welcoming and responsive, where every person feels respected, valued and able to be themselves.

We celebrate and actively support diversity in all its forms, including Aboriginal and Torres Strait Islander peoples, LGBTIQ+ communities, people with disability, people from diverse cultural and faith backgrounds, people of all ages, and those with lived and living experience of our services.



All employees, volunteers and contractors at Each are expected to:

- Treat others with respect, curiosity and care
- Contribute to a workplace free from discrimination, bullying and harassment
- Engage in culturally safe and responsive ways
- Speak up and take action when behaviours do not align with our values
- Participate in learning to strengthen inclusion, equity and belonging

Key Selection Criteria

Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Compliance

- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia
- Consent to Each sharing relevant personal information with the Victorian Department of Education under Early Childhood Workforce Register obligations (If required for the role).

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct & Each's Child Safe Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.(VIC Only)
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.