



POSITION DESCRIPTION	
Part 1 – Expectations	Employee
Attachments	Addendum A *Outlines the specifics of the allocated Directorate/Portfolio

## About EACH

EACH provides an integrated range of health, disability, housing, counselling, and community mental health services across Australia. We offer a wide range of supports to assist members of our community to lead happier, healthier lives. Our staff are a collective workforce of over 1,700 paid employees and over 250 volunteers.

More information is available at: <http://www.each.com.au>

Our vision	Everyone has the power to live well.
Our purpose	Health and support services that improve lives and strengthen communities.
Our values and behaviours	<p>We care.</p> <p>We welcome you with empathy and hope.</p> <p>We believe making change is possible for everyone.</p> <p>We listen.</p> <p>We take time to understand you, your experiences, and your culture.</p> <p>We work with you and the people important to you, to build the right supports.</p> <p>We learn.</p> <p>We evaluate our actions and always seek to improve.</p> <p>We deliver.</p> <p>We have a 'can do' attitude and find ways to say 'yes'.</p> <p>We do what we say we're going to do.</p>



## **Expectation of Employees**

A key focus of this position is to work collaboratively with their team members, their Directorate and across other Directorates.

They are responsible for leading delivery and/or community through their own contribution.

It is expected that all employees consistently model EACH's values and behaviors and ensure EACH's culture is inclusive, safe, and engaging.

## **Employee Responsibilities**

Employees are responsible for:

- Assessing for quality, safety and risk and taking actions that keep myself, customers, community and staff safe
- Partnering with my team, others at EACH, our customers and community to achieve great outcomes
- Creating a safe, respectful and culturally appropriate space to foster growth, learning, belonging, health and wellbeing
- Contribute to tracking progress and outcomes to ensure alignment with EACH's goals and to reliably deliver on performance targets
- Working within the program/role guidelines and professional boundaries of my role
- Demonstrating behaviours at all times that align to EACH's leadership standards and recognises that you are an ambassador of EACH.

## **Quality:**

EACH staff are required to participate in continuous monitoring and improvement and comply with legislation, professional standards and accreditation standards and any other governing laws that apply from time to time.

EACH staff must have and maintain the appropriate skills and knowledge required to fulfil their role and responsibilities. In addition, they must practice within the specifications of this position description, and where applicable within the agreed scope of practice.

## **Safety & Wellbeing:**

EACH is committed to providing and maintaining a working environment for all staff that is safe and minimises risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by their acts or omissions at the workplace.

As an Employee you understand your responsibilities and accountabilities to yourself and others in accordance with OH&S legislation across the various jurisdictions and EACH's policies.



## **EACH Child Safe Commitment Statement:**

EACH is committed to promoting and protecting the best interests of children and supporting a child safe culture. EACH has zero tolerance for child abuse. Everyone working at EACH is responsible for the care and protection of children and reporting information about suspected child abuse.

All children who come to EACH have a right to feel and be safe. EACH is committed to the safety and well-being of all children whether they are direct service recipients or indirectly linked to our services such as children of customers. The welfare of children and young people is our first priority. We create a child safe and child friendly environment where all children are valued and heard, are safe and protected."

## **Key Selection Criteria**

### Skills and Behaviours

- Acts in accordance with EACH's Behavioural and Performance Standards.
- Highly developed communication and interpersonal skills to competently establish and maintain effective working relationships with clients, staff and visitors.
- Demonstrated ability to work collaboratively and enthusiastically within a team to help foster a positive and progressive work environment.

### Desirable Experience, Knowledge, and Qualifications

- Tertiary qualifications in a relevant discipline.
- Demonstrated ability in working collaboratively as part of a Team
- Appreciation and understanding of the Not-For-Profit sector and Health services is well-regarded.

### Mandatory Competencies and/or Licences

- Completion of an acceptable 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.
- A cleared National Worker Screening Check prior to commencement of employment (if required for the role – not applicable to all roles)

### Expected behaviours for all EACH Staff

- Acts in accordance with EACH's Code of Conduct, policies and procedures and is demonstrably committed to EACH's vision, mission, values, and service principles.
- Responds to family violence risk in line with their role and responsibilities and in accordance with the Multi-Agency Risk Assessment and Management (MARAM) Framework and related Frameworks.
- Promotes a 'safety first' culture and acts in accordance with EACH Health, Safety and Wellbeing Policy and management system.
- Ensures EACH Great Care is put through its PACES (Person-Centred, Accessible, Connected, Effective and Safe).
- Promotes and supports a zero-tolerance culture that recognises all people have the



right to live their lives free from abuse, neglect, violence, discrimination and exploitation and acts upon EACH's commitment to recognise, raise and respond to any deviation from a person's human rights.

- Fosters and promotes an inclusive and collaborative work environment where all employees, volunteers and customers feel welcomed, respected, valued and enabled and proud to fully participate, irrespective of their individual differences in background, experience and perspectives. Demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers.
- Demonstrates teamwork and collaboration and positively contributes to group activities.
- Contributes to innovation and continuous improvement and openly shares information and knowledge to enable optimal outcomes for customers.
- Be curious, reflective, and open to continuous learning and new ways of working.
- Successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery.



**Part 2 – Addendum Administration Coordinator:** This document explains the work of the Administration Coordinator and the outputs they will need to deliver

<b>Position:</b>	<b>Administration Coordinator</b>
<b>Directorate / Service / Program:</b>	<b>headspace Dandenong</b>
<b>Industrial Instrument Name:</b>	<b>Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022</b>
<b>Instrument Classification:</b>	<b>Grade 2</b>
<b>Reports to:</b>	<b>headspace Centre Manager</b>
<b>Effective Date:</b>	<b>August 2024</b>

### Position Summary

The Administration Coordinator is responsible for overseeing the day-to-day functioning of the headspace centre. Through the development, implementation and refinement of systems, they will work to ensure efficient and smooth service delivery and general operation. With a focus on client service and experience, the incumbent will provide high level support to enable the delivery of frontline care services by ensuring the coordination and service-wide application of systems to support the work of a multidisciplinary team.

### Key Deliverables

#### Administration and Management

- Assist the headspace Centre Manager to coordinate the administration team in providing high quality, responsive and accurate reception and administrative duties for headspace centre team.
- Assist in the induction of all new staff and in the recruitment function, as required.
- Oversee and maintain a range of administrative functions at the centre, including IT services and support, stationery and practice supplies, equipment management and maintenance, facilities management.
- Ensure appropriate documentation for private practitioners are on record and kept up to date, including documents related to credentialing, registration, Medicare billing, insurance, and service delivery.
- Oversee all Medicare billing, batching and electronic claims, and ensure compliance with Medicare and other statutory requirements.
- Ensure all reporting and correspondence is timely, of a high quality and meets the needs of referring agents, healthcare providers and young people.



- Manage resources and rosters in a flexible and efficient manner to effectively manage client loads and to ensure timely and responsive service delivery.
- In conjunction with the Centre Manager, develop, implement and ensure compliance with relevant quality and safety professional and healthcare programs and standards.
- Liaise and work closely with headspace Consortium members and external providers to ensure the effective functioning of the headspace centre.

#### 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.
- Provide administration support to the Centre Manager and clinical staff as required.
- Participate in the development, implementation and evaluation of quality assurance activities.

#### Youth Health Clinic

- Create and maintain medical records for all clients of headspace Dandenong
- Ensure all Medicare numbers are updated as required and claims are processed accurately and regularly.
- Reconciliation of Medicare income and any outstanding Medicare claims.
- Manage Medicare Benefit Schedule (MBS) income and associated targets.
- Seek advice through appropriate channels regarding on-going issues and problems.
- Work and assist with other staff as required, sharing knowledge and expertise in a professional manner. Promote a harmonious working environment.
- Conduct regular reports as and when required
- Perform other administration and ad hoc duties as and when required.

### Qualifications and skills

#### Skills

- Exceptional interpersonal skills with the ability to work with a diverse range of people, in particular to respond to young people with respect and sensitivity.
- Highly developed verbal and written communication skills.
- Excellent organisational and time management skills, with the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Ability to work both independently and collaboratively as a productive team member.
- Advanced computer skills including word processing, spreadsheets and database applications, including the capacity to learn new software packages.
- Knowledge and experience with software that supports clinical, billing and reporting systems, e.g. episoft

#### Experience and Knowledge

- Previous experience working in an office environment preferably within a medical or health setting
- Demonstrated experience/interest in working with young people
- Proven ability to work confidentially and productively with a high level of tact and diplomacy



#### 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
- A cleared National Worker Screening Check prior to commencement of employment
- Current state-based driver's license

#### Highly regarded Qualifications and/or Certifications

- Certificate IV or Diploma level in a relevant discipline or substantial experience in a similar administrative role within the health sector.

#### **Physical Requirements:**

- able to sit at a computer for 6 – 8 hours per day
- Walk up stairs
- Lift 3 kgs etc.