

Position title	Administrative Officer
Reports to	Clinical Operations Manager
Date	July 2023

About EACH

EACH provides an integrated range of health, disability, 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 1,500 paid employees and over 300 volunteers.

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

Our vision	A healthy community where everyone belongs.
Our purpose	Promoting health, building hope and creating opportunity.
Our values and behaviours	<p>We care</p> <p>We welcome you with empathy and hope. 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. 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'. We do what we say we're going to do.</p>

About Mental Health and Alcohol and Other Drugs Program at EACH

EACH have recently undertaken a restructure to adapt operations from regional streams to program streams. The alignment of EACH's Mental Health and Alcohol and Other Drugs (MH&AOD) services into one program has enabled an opportunity to create operational efficiencies, maximize practice depth, and position EACH to enhance its reputation as a National Specialist Mental Health and Alcohol and Other Drugs end to end service provider. The aim is also to maximize alignment towards the national and Statewide MH&AOD reforms and opportunities for growth, service similarities for cohorts/presenting issues, and for contractual and funding lines of accountability efficiencies.

About the Youth Enhanced Services teams

Youth Enhanced Services (YES) are funded through the local Primary Health Networks (PHN) and are a key service element in their stepped care model. Youth Enhanced Services provides support to young people aged 12 – 25 with complex and longstanding mental health issues,

and their families. This young person cohort is often referred to as the systems 'missing middle' because they are typically considered too complex for the primary mental health care system, and not acute enough for the tertiary mental health system. Therefore, they often experience inconsistent care or go untreated due to ineligibility.

The BounceBack program (Youth Severe funding) was developed and implemented in 2019 in the Casey, Cardinia, Dandenong and Kingston regions, to meet a gap in the service sector. This program has provided high quality wrap around care through one team of interdisciplinary clinicians including, but not limited to, individual mental health support to the young person from a mental health clinician, access to a psychiatrist, family therapist, peer support worker and carer peer support worker, and other specialist support services.

Due to the success of the BounceBack program, and the need for a similar type service, EACH has recently been successful in a funding bid to implement the youth enhanced services program across the entire Eastern Primary Health Network catchment, with staff to be located at headspace Knox and the EACH office in Epping.

Position summary

The administrative officer is an integral role within the Youth Enhanced Services (YES), as it will work collaboratively with each of the programs within the service, to support the administrative requirements. The administrative officer is responsible for supporting the data collection and reporting, supporting to team to input accurate and timely data, preparing agendas and minutes for meetings, and other tasks which support the YES service operations.

Deliverables

- Provision of administrative support including reports and other documentation as required, developing and disseminating meeting minutes and agendas.
- Attend to basic IT issues as they arise and escalate to IT support as required.
- Support the accurate and timely data entry process for the teams.
- Compile data and reporting requirements as per funding requirements for the programs within the YES service.
- Other tasks as requested for the optimal functioning of the YES programs.

The professional expertise we are looking for in this role

Skills

- Data entry web-based program skills
- Social media proficiency
- Report compiling skills
- General administrative tasks
- Excellent organisational and time management skills

Experience and Knowledge

- Prior experience in an administrative position
- Proven ability to work confidentially and productively with a high level of diplomacy
- Experience with web based data systems

- Experience in working with multidisciplinary teams

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

- Administration/health administration certificate

Expected behaviours for all EACH staff and volunteers

- acts in accordance with EACH's code of conduct and ethics, policies and procedures and is demonstrably committed to EACH's vision, mission, values and service principles
- promotes a 'safety first' culture and acts in accordance with EACH health and safety 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