

**POSITION DESCRIPTION – Administration Officer Clinical and Complex Care Services****Part 1 – Expectations for Your Role**

Position	Administration Officer
Service / Program	Clinical and Complex Care Services
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Support Services - Level 1
Reports to	Administration Team Lead
Effective Date	September 2026

The Administration Assistant is responsible for supporting all administrative aspects of the Clinical and Complex Care Services. Ensuring quality services with robust systems and processes. The successful applicant will provide services of office administration including customer support, referral and appointment management, data and reporting, assistance with billing and other administrative tasks. This position will work collaboratively with other administration assistants and the Nurses and GP's in the team.

This role requires a highly motivated, well organised person who has high levels of initiative and thrives in a busy environment. The successful applicant will be a team player with strong analytical, communication and time management skills. They will be able to effectively engage with our customers and key stakeholders, and will demonstrate a person-centred, customer centric and community inclusive approach.

Key Deliverables

- Provide general administration support and assistance to the team and the programs.
- Provide administrative support for MBS billing and GP practices.
- Respond in a timely manner to internal and external enquiries and requests.
- Manage customer appointments and staff schedules.
- Support customer recruitment and retention including correspondence, service contracts, waiting lists and customer onboarding.
- Draft and contribute to the development of documentation and written communications such as minutes, presentations, reports and general correspondence as required.
- Support and follow up any organisational, funding or legislative compliance reporting requirements as required.
- Support project activities and deliverables with excellent attention to detail, effective monitoring/tracking of actions and items, as well as assisting with logistics as required.
- Communicate clearly and effectively with stakeholders internal and external across all levels of the Team / Program.

Skills

- Well-developed administrative skills.
- Confident using MS Office Suite applications.
- Expertise/experience in design and publishing tools.
- Approachable and demonstrates excellent customer service skills.
- Ability to work autonomously and as part of a team.
- Able to problem solve, organise and prioritise work.



- A confident and effective communicator.
- Emotional intelligence, personal resilience and tenacity.

Experience and Knowledge

- Experience in working with culturally and linguistically diverse populations.
- Experience working in a medical administrative/reception role.
- Experience with electronic medical records systems, Best Practice preferable.
- Knowledge and experience in customer service.
- Knowledge and experience in health care services.
- An appreciation and understanding of the not-for-profit sector (desirable).

Qualification/Registrations/Licences

- Current state-based driver's license.

Physical Requirements

- **Office Environment:** Sit for extended periods and use office equipment.
- **Data Entry:** Type and handle administrative tasks.
- **Office Mobility:** Move around the office and attend meetings.
- **Light Lifting:** Lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Read documents and communicate effectively in person and via phone/video.
- **Travel:** 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.