

**POSITION DESCRIPTION – Administration officer****Part 1 – Expectations for Your Role**

Position	Administration Officer
Service / Program	Reconnexion
Industrial Instrument	HSUA 1&5 - Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multi Enterprise Agreement 2018-2022
Instrument Classification	HSUA 1&5 Clerical Worker Grade B
Reports to	Volunteer & Administration Coordinator
Effective Date	March 2025

Key Deliverables

Support administrative requirements of clinical & non-clinical employees, which may include attending to clients services (e.g. welcoming clients, scheduling appointments etc), managing client information, site liaison, finance, communications, program assistance & compliance.

- Conduct initial screening phone calls with potential clients, explaining processes & requesting Mental Health Care Plans (MHCP)
- Clients are greeted, & client appointments made, rescheduled and followed up as required
- Zedmed is utilised to set appointments & manage client information
- Client files are secure and privacy audits undertaken
- Referrals are received and processed accordingly
- Counselling rooms, and common amenities are clean & welcoming
- Office & kitchen supplies are maintained
- With the manager, complete site liaison inspection checklists & follow up on outstanding remediation works
- Raise site/premises issues with Manager to address in a timely manner
- Accounts payable & receivable are processed; relevant reports, invoices are other relevant spreadsheets & documents are made available for operational & reporting purposes
- Expenditure is processed in relevant systems for management approval (ExpensePro)
- Incoming & outgoing email communications are managed, basic IT requirements/issues are managed, supplier relationships are maintained, organisational email accounts are managed; administration is consulted with by volunteers and employees so that administration tasks can be planned & delivered in a coordinated manner
- Requested materials are available on time where sufficient notice is provided; volunteers are supported, and stock & sales are managed
- Compliance and audit tasks are completed in a timely manner; supporting Counsellors to ensure there registrations are up to date, client reporting activity is received & collated effectively

Skills

- Demonstrated ability to work cooperatively and effectively with a multidisciplinary team
- Demonstrated ability to work independently, as well as with direction
- Highly developed interpersonal, verbal, and written communication skills
- Demonstrated evidence of organisational and time management skills
- Ability to respond appropriately & effectively to several conflicting demands and priorities



- Well developed computer and information technology skills, including the use of internet, Microsoft office and organisational data entry packages, such as Zedmed

Experience and Knowledge

- Demonstrated experience in providing administration support to clinicians in a practice setting, where clients are supported with complex comorbidities
- Demonstrated experience in providing first point of contact for clients and/or Health professionals contacting the service
- Experience working with individuals and /or families from Culturally and Linguistically Diverse (CALD) backgrounds, Aboriginal and Torres Strait Islander families, people who identify as GLBTIQ and those from emerging communities

Qualification/Registrations/Licences (*Mandatory only*)

- ☐ First aid certificate
- Relevant tertiary education or equivalent experience

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:** Willingness to travel locally as required.



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

An Each employee is responsible for:

- 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.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

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 Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- 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.