

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

Position	Administration Officer/Receptionist
Service / Program	Mental Health and Drug and Alcohol Services
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Grade 1
Reports to	headspace Services Manager
Effective Date	August 2025

Key Deliverables

- Perform reception duties including answering phones, booking and confirming appointments, preparing and entering new client files.
- Meet and greet clients and visitors, delivering exceptional customer service.
- Ensure all incoming calls are handled promptly and courteously.
- Prepare the centre daily, including reception and consultation rooms.
- Support administrative functions for meetings and events, including room bookings and catering arrangements.
- Monitor Allied Health Staff (AHP) activity: liaise with GP clinics and Medicare, follow up on Mental Health Care Plans (MHCPs) for reviews and referrals.
- Reconcile petty cash.
- Manage bookings and referrals for external psychiatrists.
- Provide support to other internal programs as required.
- Demonstrate flexibility with working days and hours.
- Perform other duties as requested by the Senior Administration Officer or headspace Services Manager.

Skills

- Strong interpersonal skills with a focus on understanding client needs.
- Receptive to feedback and committed to self-care and personal growth.
- Compassionate approach that promotes hope and optimism.
- Non-judgmental, client-focused mindset.
- Collaborative and flexible team player.
- Ability to work independently with minimal supervision.

Experience and Knowledge

- Experience in administrative and/or reception roles within similar environments.
- Proven ability to prioritise and manage multiple tasks under deadlines.
- Strong understanding of confidentiality and privacy principles.



Qualification/Registrations/Licences (Mandatory only)

- Minimum Certificate IV level in Business Administration and/or demonstrated experience in administration.
- Current state-based driver's licence.

Physical Requirements

- Ability to sit for extended periods and operate office equipment.
- Proficient in data entry and administrative tasks.
- Capable of moving around the office and attending meetings.
- Able to lift and carry items up to 5 kg (e.g., laptops, office supplies).
- Effective visual and auditory communication in person and via phone/video.

**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.