



POSITION DESCRIPTION – Mental Health Independent Contractor System Administration Officer	
Part 1 – Expectations for Your Role	
Position	Mental Health Independent Contractor System Administration Officer
Service / Program	Primary Mental Health Program – Healthy Hub Connect
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Support Services – Level 2
Reports to	Mental Health Independent Contractor Team Lead
Effective Date	June 2025

Key Deliverables

- **Systems, resources and processes:** Support the development and revision of systems, documented resources, processes and procedures including (but not limited to) for the processing of payments, sessions attached to referrals, creation/closing of episodes of care aligned to service guidelines, tools for Providers to use of rediCASE and other relevant platforms, and capacity monitoring within the Choice of Mind and Healthy Minds services.
- **Referral administration:** Process referrals into the Choice of Mind and Healthy Minds services, and support episodes of care against contracted Providers in rediCASE
- **Referral monitoring:** Monitor referrals including (but not limited to) review, acceptance and timely commencement of care, outcome scores and stepping up/down communications within the Choice of Mind and Healthy Minds services.
- **Provider capacity:** Monitor referral capacity across Choice of Mind and Healthy Minds services
- **Provider payments:** Process the fortnightly cycle of Provider payments in the Choice of Mind and Healthy Minds services, ensuring integrity of process and output
- **Communication collateral:** Development of communications to Providers within the Choice of Mind and Healthy Minds services, including but not limited to newsletters and notifications
- **Communication channels:** Monitoring of Provider communication channels including (but not limited to) inbox and phone line.
- **Collaboration:** Liaison across Healthy Hub Connect services to support comprehensive care offerings and collaborative provision of care.
- **Data integrity:** Undertake routine screening for data hygiene and initiate corrective actions, including liaison with Providers, within the Choice of Mind and Healthy Minds services, and any other data screening and corrective data steps in relation to the Primary Mental Health Program as directed by the General Manager
- **Customer resources and communication:** Develop resources and communications to Customers regarding the Choice of Mind and Healthy Minds services, and their rights as a participant.

Skills

- **Technical:** Computer skills, including proficiency with Microsoft Office and relevant software, database data entry, online learning, emails and virtual meetings
- **Interpersonal:** Ability to build and maintain relationships
- **Communication:** Communication and interpersonal skills with a wide range of stakeholders
- **Organisational:** Organisational and planning skills with ability to prioritise tasks effectively
- **Collaboration:** Work collaboratively with other service providers
- **Teamwork and autonomously:** work autonomously and also collaborate effectively as the need arises



Experience and Knowledge

- **Data management:** Experience in data entry and data integrity, with experience of data management in health setting (desirable)
- **Sector Knowledge:** Understanding of the social determinants of health and supporting underserved populations
- **Liaison:** Experience of communicating and liaising with external agencies/stakeholders

Qualification/Registrations/Licences (*Mandatory only*)

- Certificate IV in health administration, practice management, business management or equivalent, with tertiary qualifications in Practice or Business Administration management desirable
- 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.
- Current state-based driver's licence

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:** Ability to travel within the North Coast PHN footprint.



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.