



POSITION DESCRIPTION – Reception/Administration Officer

Part 1 – Expectations for Your Role

Position	Reception/Administration Officer
Service / Program	headspace Dandenong
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Support Services – Level 2
Reports to	Manager - headspace Service
Effective Date	June 2026

About headspace

headspace Dandenong & headspace Hastings offers free support to young people aged between 12-25 years in 4 key areas: physical health including sexual health, mental health, alcohol & other drugs and work and study support.

With a focus on early intervention, we work with young people and their families/carers to provide support at a crucial time in their lives.

headspace is a child safe organisation We believe in partnering with young people, listening and supporting them to manage their health and wellbeing.

Position Summary

The Reception/Administration Officer plays a vital role in ensuring the smooth operation of headspace Dandenong & Hastings. This position encompasses reception and medical reception duties, administrative support, and assistance for the broader team including Mental Health Clinicians, GP’s & Nurses. Confidentiality is paramount. The Reception/Administration Officer must uphold strict confidentiality regarding organisational data, operating procedures, client information, and financial information, both during employment with Each and thereafter.

Key Deliverables

- Provide a welcoming and professional first point of contact for all visitors and clients.
- Register client arrivals, ensuring accuracy of personal and Medicare details.
- Manage clinician, doctor, and nurse appointments, including booking, confirming, rescheduling, and follow-ups.
- Deliver high-quality customer service by responding to queries promptly, courteously, and effectively.
- Answer and direct phone calls, taking accurate messages and passing them on in a timely manner.
- Maintain reception, waiting areas and consult rooms in a clean, comfortable, and welcoming state.
- Coordinate daily room bookings for counselling and meetings.
- Enter client data accurately into headspace databases.
- Create and maintain accurate medical records for headspace Dandenong Youth Health Clinic clients.
- Regularly confirm and update client contact and Medicare details.
- Manage incoming and outgoing correspondence (emails, faxes, and mail).



- Support upkeep of communal areas (e.g. kitchen, meeting spaces).
- Provide administrative support to the Service Manager and clinical staff as required.
- Demonstrate initiative by asking clarifying questions and seeking guidance when processes differ from standard practice.
- Undertake additional administrative and ad hoc tasks as required.

Experience and Knowledge

- Previous experience working in an office environment preferably within a medical or health setting.
- Demonstrated experience/interest in working with young people.

Skills and Attributes

- Exceptional phone and customer service skills with a professional and empathetic manner.
- Strong written and verbal communication skills.
- Excellent organisational and time management skills, with the ability to prioritise effectively.
- Confident with Microsoft Office Suite; able to adapt quickly to new systems and technologies.
- Strong attention to detail, with proven ability to maintain confidentiality, tact, and diplomacy.
- Proactive in problem-solving, demonstrating initiative and willingness to seek clarification when faced with unfamiliar tasks.

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 locally.



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.

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. These considerations extend to all of our customers inclusive of priority populations.

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.