



POSITION DESCRIPTION – Receptionist	
Part 1 – Expectations for Your Role	
Position	Receptionist
Service / Program	headspace - Youth Mental Health
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Level 1
Reports to	headspace Services Manager - Knox and Lilydale
Effective Date	July 2025

Key Deliverables

- **Deliver professional, friendly, and efficient general reception and front line customer service duties** for the site.
- **Welcome and support clients, visitors, and contractors**, identifying their needs and maintaining a positive front-of-house environment.
- **Screen, refer and handle all incoming calls and messages**, both internal and external within the required timeframe.
- Ensure **public inquiries** are responded to with accurate information about the site's services and programs, or redirected to the most appropriate staff member or team.
- Liaise with clients and practitioners to **manage appointments and consulting rooms** as per site processes.
- Ensure **reception, waiting, and meeting areas are clean and presentable** at all times.
- **Monitor visitor entry and exit**, ensuring all visitors are signed in and out.
- Ensure **all clients are entered into MDS** and are **asked to complete the surveys**.
- Maintain **privacy and confidentiality** of all clients, visitors and staff at all times.
- Perform **administrative tasks**, including typing, scanning, resource information, photocopying, producing promotional materials, and minute-taking.
- **Create client files** using Medical Director, Trakcare, and MDS systems.
- **Provide accurate handover information** to other staff on rotating rosters as needed.
- **Book interpreter services and manage bookings for other service providers** when required.
- **Prepare and send client correspondence** via post, email, or SMS message service where required.
- **Update reference and information sheets with new and/or revised service information**.
- **Assist with gathering client feedback** data as required.
- Support the **headspace Service Manager and Lilydale Team Leader** as required, including taking minutes and drafting agendas.
- Manage **incoming and outgoing mail** processes.
- Manage **site maintenance, resources, supplies, and equipment** for the site, in line with Each's infrastructure's policies and procedures.
- **Assist with financial record keeping**, such as petty cash and invoicing.
- **Provide services in line with funding body requirements**, including EMPHN and headspace National.
- **Work across both headspace Knox and Lilydale sites** as needed.



Skills

- **Excellent communication and interpersonal skills.**
- **Flexibility and adaptability** in fast-paced, changing environments.
- **Basic to intermediate computer skills**, including Microsoft Office and the ability to navigate client databases and information systems.
- **Strong organisational and administrative abilities.**

Experience and Knowledge

- **Experience in fast-paced, customer service-focused roles.**
- Previous work in the **community sector** and/or a **large, complex organisation**.
- Understanding of **privacy and consent policies and practices**.

Qualification/Registrations/Licences

- **Formal qualifications** in administration, customer service, health, social or community services, or **equivalent relevant experience**.
- First Aid Certificate, Level 2 highly regarded but not mandatory.

Physical Requirements

- **Ability to travel** between Each/headspace locations, including Knox and Lilydale.
- **Ability to sit at a desk** for extended periods throughout the working day.
- **Ability to lift items up to 10kg**, such as boxes of resources or office supplies.



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.

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.