POSITION DESCRIPTION

Administration Officer

Mount Barker Medicare Mental Health Centre

RESPONSIBLE TO: Chief Executive Officer (CEO)

REPORTING TO: Medicare Mental Health Centre Operations Lead

SUMMARY OF THE BROAD PURPOSE OF THE POSITION AND ITS RESPONSIBILITIES / DUTIES

The Administration Officer is a crucial part of the Mount Barker Medicare Mental Health Centre (the Centre) team, providing administrative and site support to ensure the efficient operation of the Centre. This role encompasses a variety of tasks, including managing reception duties, supporting site operations, assisting with visitor bookings, maintaining accurate records, and supporting the Centre's staff and operations. The Administration Officer will ensure that the Centre's administrative processes align with organisational policies and the Service Model for Head to Health Adult Mental Health Centres and Satellites (June 2021).

Key areas of focus will include:

- Undertaking all administrative duties to support centre operations, including reception duties and handling enquiries.
- Supporting the day-to-day operations of the Centre.
- Processing referrals and maintaining accurate client records.
- Providing and maintaining a welcoming environment for all visitors.

The Centre provides a welcoming, low stigma entry point for people experiencing high levels of suicidal and/or situational distress and provides immediate care and short to medium mental health treatment through an episodic and multidisciplinary model of care.

REPORTING / WORKING RELATIONSHIPS

- Accountable to the Chief Executive Officer for achieving the expected outcomes of the position and practising within the philosophy of Summit Health and its aims, policies and protocols.
- This position sits within the Medicare Mental Health Centre team, within the CONNECTcare Unit.
- This position reports to the Medicare Mental Health Centre Operations Lead.
- No positions report to this role.
- Has a working relationship with the broader CONNECTcare and Summit Health corporate services teams.
- Participates in the organisation’s Performance Management Program which is conducted on a regular basis.

CULTURE AND EXPECTATIONS

All employees are expected to contribute positively to the organisation by displaying the values and expectations contained within our Cultural Framework (Appendix A at the end of this document).

VALUES: TO DO NO HARM - COLLABORATE – TO CONTINUOUSLY IMPROVE

Summit Health is a learning organisation that continually evolves and adapts to opportunities. We operate in a high-trust environment. To support this, all employees must promote and adhere to our values and expectations.

SPECIAL CONDITIONS

- Some out of hours work may be required and will be remunerated in accordance with the Enterprise Agreement
- Employment is subject to a satisfactory Working With Children Check and may be subject to other satisfactory criminal history assessments from time to time.
- Possession of a current valid driver's license is essential.
- Use of own motor vehicle may be expected, for which reimbursement of kilometres will be paid according to the employment contract.

STATEMENT OF KEY RESPONSIBILITIES

The Administration Officer will support the effective operation of the Centre, with duties including:

Administration

- Manage all reception duties, including maintaining a welcoming environment, answering phones, booking patient appointments, and handling enquiries.
- Process incoming referrals promptly, ensuring accurate data entry and appropriate follow-up.
- Maintain accurate and up-to-date client records, ensuring information is entered into relevant databases as required.
- Maintain and organise files, documents and records, ensuring confidentiality at all times.
- Coordinate bookings and communicate any changes to staff and clients efficiently.
- Assist in the preparation of reports and correspondence.
- Liaising with and assisting the broader CONNECTcare and Summit Health corporate services teams as required.
- Participate in practice accreditation and compliance activities.

Customer Service

- Provide professional and courteous service to clients, carers, and the public, managing enquiries and booking appointments with sensitivity and efficiency.
- Support peer and clinical staff in coordinating schedules for one-on-one and group sessions, ensuring that appointments are managed effectively, and any gaps are filled where possible.
- Engage with external partners and stakeholders to foster positive relationships and support the operation of the Centre.

Centre Operations

- Ensure office spaces are maintained in a tidy manner and that supplies and amenities are adequately stocked.
- Coordinate facility upkeep and attend to areas needing attention.
- Identify and communicate maintenance issues to the Medicare Mental Health Centre Operations Lead for action.

Work, Health Safety (WHS)

- The employee has a responsibility, under the WHS Act (SA 2012), to ensure their own health and safety at work along with their fellow employees.
- The employee has a responsibility to abide by the organisation's WHS policies and relevant directions as set out in the Quality Manual.

Other general responsibilities are as follows:

- Demonstrates commitment to the principles of operation contained in the Summit Health Quality Manual.
- Advocate our vision to all stakeholders.
- Operate within the delegated boundaries of the position.
- Attend and actively contribute (where applicable) at staff/unit meetings.
- Identify opportunities and participate in own professional development.

PERSON SPECIFICATION

Education and Experience

- No formal qualifications are required, but relevant qualifications (e.g., Certificate IV in Business Administration or equivalent) will be well regarded.
- Demonstrated experience in a similar administrative or reception role, preferably within a healthcare or mental health setting.
- Experience using clinical management software or relevant databases.

Skills / Abilities

- Proven ability to provide effective and professional customer service.
- Strong organisational and time management skills, with the ability to manage multiple tasks and deadlines.
- Excellent communication skills, both verbal and written, with a strong customer service focus.
- Attention to detail and accuracy in data entry and record-keeping.
- Proficiency in Microsoft Office Suite (eg Outlook, Word, Excel, PowerPoint).
- Ability to work both autonomously and as part of a team, including prioritising workloads, setting goals and managing competing deadlines.
- Knowledge or experience in the day-to-day operations or upkeep of a site.

Personal Attributes

- High level of integrity and professionalism.
- Resilience under pressure and the ability to adapt to changing circumstances.
- Strong interpersonal skills, with the ability to build trust and foster collaboration.
- Demonstrable commitment to ongoing professional development.

Summit Health Cultural Framework

Values: Do no harm
Collaborate
Continuously improve

	EXPECTATIONS							
	Be Customer Centric	**Be Accountable**	**Be an Engaging Communicator**	**Problem Solve**	**Be Collaborative**	**Be Adaptable and Resilient**	**Inspire Leadership**	**Strategic Innovation**
INDICATORS	• Wanting to deliver value • Striving to ensure customer satisfaction • Deliver on your 'promise' • Anticipate customer needs • Build relationships at every opportunity • CONTINUOUSLY IMPROVE	• Offer and embrace innovative solutions • Take ownership - its ok to make mistakes if we learn from them • Celebrate the achievements! • Be open and transparent • Communicate all progress to your manager and peers • Encourage a solutions-oriented culture • DO NO HARM	• Ask questions and listen to understand • Use positive language • Acknowledge other viewpoints • Understand the views of others before acting • Be clear and concise with your intent, ideas and feelings • Shape the opinions of others by applying these traits	• Analyse the problem not just from your perspective • Consider the options • If you've thought it through, back yourself to make the decision • Make the decision consistent with our values and Strategic Plan • Be creative - think outside the square • Proactively address potential problems • Anticipate • Become the expert in your domain	• Be a team player • Embrace diversity • Acknowledge other viewpoints • Be consultative • Seek consensus where possible • Encourage 'we' language • Be a custodian of team culture • Identify gaps in team culture • Appreciate our great culture, colleagues and opportunities to work and grow	• Accept change and embrace challenges • Be calm under pressure • Take annual leave - recharge batteries • See feedback as an opportunity to grow yourself • Take up prof. development opportunities • Be persistent • Recover quickly from setbacks • Demonstrate emotional agility • Enjoy your work	• Foster and support teamwork - eliminate silos • Lead by example • Develop engaged people and teams • Navigate issues calmly • Cultivate trust • Create an environment for people to thrive in • Inspire discretionary effort • Read the emotional context of a situation • Acknowledge effort not just outcomes	• Innovate in line with the big picture • Be agile in adapting to changes • Always consider other options • Factor in our future goals

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