Position Description

Position Title:	**Program Support Officer, headspace**
Classification:	Stream A - Admin, Band 1

Purpose of the Role

The Program Support Officer will provide confidential administrative and reception support to the headspace team. The focus of this role is to provide focused day-to-day administration services.

The role will support headspace in creating highly accessible, youth friendly and integrated services that provide evidence-based interventions and support to young people aged 12-25 years.

The aim is to improve outcomes for young people by addressing the major barriers for service use, enabling better access to and engagement in early intervention services that provide holistic, integrated and inclusive care.

Key Relationships

The Program Support Officer will be the first point of contact for young people, their families and carers accessing headspace services. As a part of this role the Program Support Officer will also support the headspace team in coordination with external stakeholders.

This position reports to the Centre Manager at headspace and works closely with the Senior Program Support Officer.

Position Responsibilities

Responsibilities for this position include, but are not limited to:

- Acting as a resource, and first point of contact to young people, families/carers, and other relevant stakeholders
- Handling telephone enquiries and making appointments for clients, staff and headspace service providers
- Undertaking data entry, scanning and other administrative services to support clinicians
- Maintaining accurate and confidential electronic medical records, files and data in accordance with headspace contract obligations, policies and procedures
- Maintain the stationery, medical, and general office supplies for headspace
- Maintain equipment and asset register
- Ensuring headspace presents a professional image to young people, the general community and health and welfare agencies, and is a comfortable workplace for staff
- Processing client payments and clinical billing through Medicare, as required
- Assisting in the preparation of reports as necessary to meet both internal and external reporting requirements.
- Providing administrative support at meetings as required, including preparation of minutes, agendas and other papers and their distribution; booking rooms; etc. This includes meetings of the headspace consortium, headspace staff, and others as required
- Maintaining WHS safety and security within headspace

Other Duties

- Demonstrate and uphold our values at all times.
- Comply with the Work Health and Safety policies and procedures at all times.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend/participate in out-of-hours meetings and functions as required.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment used in the office.
- Other duties as directed from time to time.

Our Values

Staff are expected to demonstrate our **ICARE** values:

Integrity & Trust
Collaboration & Innovation
Achievement & Excellence
Respect & Empowerment
Empathy & Understanding

Special Job Requirements

1. Screening including criminal history, working with children check, qualifications, and professional registration may be undertaken prior to commencing employment.
2. Eligibility to work in Australia.
3. Valid Australian Driver's Licence.

Note:

This position description is not a duty statement; it is only intended to provide an outline of the key responsibilities of the position. Employees are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives.

It is expected that this position description will change over time due to the nature of Marathon Health activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

Signed _____ Date _____

Print Name _____

Selection Criteria

Essential

- Excellent organisational and time management skills and the ability to multi-task and manage competing demands
- Highly developed communication skills with an ability to build and maintain effective working relationships with a wide range of stakeholders
- Certificate in Business Administration, Health Administration or Medical Administration or equivalent work experience
- Demonstrated experience in providing administrative support
- Proficiency in Microsoft Office Suite, particularly MS Word and MS Excel
- Attention to detail
- Demonstrated capacity to work effectively in a team environment

Desirable

- Experience of working with young people aged 12-25 years
- Tertiary mental health qualifications
- Experience of working with Electronic Medical Records