



POSITION DESCRIPTION

FOR HR USE ONLY	
CAT Code	CAT19983
Position Number	
Primary Function	Administration General Support

POSITION DETAILS:

POSITION TITLE	Administrative Assistant
SCHOOL / DEPARTMENT	Brain and Mind Centre/Sydney Medical School
FACULTY / PSU / PORTFOLIO	Faculty of Medicine and Health
CLASSIFICATION LEVEL	HEO 3
CLASSIFICATION DATE	1 October 2019

PRIMARY FUNCTION INCLUDING UNIT CONTEXT:

Provides general administrative assistance to clinical and non-clinical staff at headspace Camperdown under general direction. This includes preparing documents, maintaining medical records, updating client databases, responding to queries, exploring matters, and sourcing solutions for the headspace work area. Primarily the role is to provide customer service as the first point of contact with young consumers of the service, their friends and family, and service providers over the phone and at in-person at reception. The role requires strong administrative and organisational skills in order to co-ordinate and undertake a range of operational activities on an ongoing basis.

UNIVERSITY & FACULTY / PSU / PORTFOLIO OVERVIEW:

headspace is Australia's National Youth Mental Health Foundation. The **headspace** mission is to deliver improvements in the mental health, social wellbeing and economic participation of young Australian's aged 12-25 (www.headspace.org.au). To this end, **headspace** aims to be the focal point for youth mental health issues across the country. This includes providing funding to improve services for young people who may be experiencing mental health and/or drug and alcohol issues and the latest information about these important health issues for young people.

headspace is aiming to achieve this through the establishment of over 100 funded **headspace** services located in each state and territory across Australia. These services provide an entry point for young people to access a broad range of services which are available in their local community. All of whom have a focus on providing a more integrated service responses.

headspace Camperdown is a free/low-cost and comprehensive youth health service that provides physical and mental health support, information and services to young people aged 12-25 and their families in a youth friendly environment and is led by the Brain and Mind Centre. The team at headspace includes Clinical Psychologists, Psychologists, General Practitioners, Psychiatrists, Social Workers, Occupational Therapists, Mental Health Nurses, Researchers and Administration staff.

The model is guided by the following principles:

- to provide local young people with enhanced preferential access to specialist mental health services through a variety of local medical and non-medical community based youth focused services;
- that any local young person will be able to have timely and free access to these specialist services, whether they be youth friendly primary care centres, youth specific services, public health facilities or directly to specialist services;
- that any local young person will have access to a treatment model that addresses their clinical, vocational and socio-economic needs; and
- services working together to develop a seamless and coordinated treatment and management model for young people based on reciprocal and preferential access, communication and support between our services.

The successful applicant will be expected to carry out all tasks with professionalism, tact, sensitivity, confidentiality and discretion and work calmly under pressure; as the successful applicant gains experience and knowledge of processes, procedures and Framework, they will be expected to problem solve simple issues in line with procedure, seeking advice in non-standard situations. With supervision, the role will deal with difficult situations including initial response to complaints due to the often large waiting list for services, whilst adhering to headspace Camperdown Clinical Governance Framework, policies and procedures.

KEY ACTIVITIES AND ACCOUNTABILITIES:

(Up to 10 key accountabilities in order of most to least important)

The following activities and accountabilities are designed to deliver outcomes aligned with the University's strategic goals. In the course of delivering outcomes, the incumbent is expected to honour and adhere to the University's policies, codes and guidelines including the University's Code of Conduct, while consistently demonstrating its culture and values.		FREQUENCY
1.	<p>Provides general administrative services and operational support to the work area.</p> <ul style="list-style-type: none"> Delivers effective outcomes and provides excellent administrative services to staff, students, clients and visitors in a pro-active professional manner. Responds to a range of enquiries via telephone, email and in person, from staff, students, visitors and the general public regarding a wide range activities exercising sound knowledge of the work area, discretion, tact and diplomacy when communicating. Reviews incoming correspondence, prepares responses to routine matters, sources advice on those items which require attention, and independently initiates appropriate action where possible. Organises and maintains files of correspondence and records, following up on pending matters. Liaises with Campus Infrastructure Services (CIS) to resolve basic facilities issues, including access requests, maintenance and cleaning of the building spaces and raises issues of concern to the Practice Manager to ensure a clean and safe working environment for staff and students. Liaises with suppliers, re-ordering stock, and supporting the efficient operation of the resource and store rooms, including photocopiers, mail and stationary supplies. 	Ongoing
2.	<p>Provides administration services and support</p> <ul style="list-style-type: none"> Maintains a general knowledge of services offered to clients and directs clients and families/carers to support services as appropriate in an enhanced primary healthcare setting. Assists clinical staff to coordinate correspondence to clients, referrers and medical reports Completes registration of new clients in Electronic Health Records (EHR) and Practice Management Software, hAPI, Innowell and CESPHN client database systems. Assists the Practice Manager and Clinical Services Manager for meetings and minute taking, preparation of reports to external stakeholders as required. 	Ongoing
3.	<p>Coordinates diaries, meetings and events to the work area.</p> <ul style="list-style-type: none"> Manages diary and waiting lists for staff in the work area. Supports the organisation and delivery of events, conferences, workshops and consortium related activities as required. Ensures the appropriate coordination of meetings including agenda and minute preparation, venue booking, catering and IT facilities. 	Ongoing
4.	<p>Maintains records, finance/accounting support and reporting for the work area.</p> <ul style="list-style-type: none"> Provides payment and invoice processing. Provides filing, e-filing and record management in line with University policy and the Privacy Act Assists with asset management policy and procedures checking that all relevant assets are appropriately registered and accounted for. Updates databases, extract and issue regular routine reports following established procedures. Compiles routine reports, drawing data from a variety of sources within and outside of the department. Prepares charts, graphs, and tables for presentations or inclusion in reports. Prepares reports and analyses within prescribed guidelines. Collects, assembles, and summarises statistics and information from identified sources as directed. 	Ongoing
5.	<p>Undertakes ad-hoc projects and other activities.</p> <ul style="list-style-type: none"> Performs work activities relevant to the role's key accountabilities as approved by the Clinical Services Manager and Practice Manager and commensurate to the role's classification level. 	As required

MANAGEMENT DATA

REPORTS TO: Role to which this position reports	Practice Manager, headspace Camperdown
2 UP REPORT:	Chief Operating Officer (COO) Brain and Mind Centre
DIRECT REPORTS: number of direct reports to this position,	Nil
INDIRECT REPORTS: number of reports via subordinates to this position	Nil
OPERATING BUDGET (Excludes Salaries)	N/A

KEY INTERNAL RELATIONSHIPS – across/within the University

MAIN CONTACTS (3 in order of most to least frequent)	PURPOSE
Other administration officers	To co-ordinate tasks and fulfil roles and responsibilities
Practice Manager	To take direction in fulfilling roles and responsibilities and report
Clinical staff	Direct liaison around patients and appointments and work flow

KEY EXTERNAL RELATIONSHIPS – outside of the University

MAIN CONTACTS (3 in order of most to least frequent)	PURPOSE
Young people (headspace clients)	To facilitate clinical appointments
Co-located Sydney health district staff	To assist in facilitating co-located clinical services
headspace visitors, including young people families and friends, visiting clinicians, and academics	To provide liaison between headspace and people who visit the headspace centre for clinical, services relates, or academic purposes

DECISION MAKING AND DELEGATIONS OF AUTHORITY

The Administrative Assistant works under direct guidance and is responsible for making decisions in the completion of daily tasks related to functions of the office and their key accountabilities. The incumbent is expected to exercise some initiative and judgement in resolving minor problems associated with day-to-day operating procedures directly linked to their key accountabilities. Problems that cannot be resolved and are outside the scope of their key accountabilities are referred to supervisors or more senior co-workers. They work with a range of staff across the administrative team and in the wider University administration environment to meet the work area objectives. They are expected to resolve routine issues and utilise their knowledge of administrative procedures to be successful in their role.

QUALIFICATIONS AND/OR CERTIFICATIONS

Certificate III in Health Administration or equivalent with some business administration experience.

EXPERIENCE AND SKILLS

CRITERIA (Up to 8 in order of most to least important)
Ability to work both independently and as part of a team, taking initiative and exercising sound judgement in resolving matters that may arise as part of normal daily work.
Problem solving skills and the ability to use initiative and exercise sound judgement and ability to prioritise workload during busy periods
Numeracy skills together with experience in controlling income/expenditure for reconciliation/budget tracking, and managing invoice payments and purchases.
Advanced computer skills, including Microsoft Office suite.
Working knowledge of software programs in a healthcare setting such as Electronic Health Records (EHR) and Practice Management Software, Records Management, and Content Management Systems.

AUTHORISATION

Confirmation that this is a true reflection of the accountabilities of this role.

AUTHORISED DELEGATE	Position Title:
	Name: