

<b>Position title</b>	Receptionist Administration Assistant	<b>Reference</b>	RAA_hsD_Admin_DWN
<b>Award &amp; Classification</b>	Award: SCHADS Level: 3	<b>Reporting to</b>	Centre Administration Manager
<b>Location</b>	Casuarina	<b>Cost Centre</b>	3410
<b>Section</b>	headspace Darwin	<b>Program</b>	Mental Health
<b>Approved</b>	Jade Gooding, Executive Manager, Mental Health	<b>Date</b>	April 2019

## Agency Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

## Purpose of the Position

You will as Receptionist Administration Officer provide high quality professional reception coverage to ensure the provision of youth-friendly, family inclusive and culturally respectful professional services to the community as required at the headspace Darwin service. You will provide reception duties and day to day administrative support to the headspace Darwin team to meet the operational demands of the service. This will include, welcoming clients, staff, visitors and the general public, book client appointments, arrange vehicle and room bookings, provide information and manage queries as well as coordinate use and maintenance of facilities. You will also provide direct administration assistance to teams based at the Casuarina site.

You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations.

## Selection Criteria

### Position specific requirements

1. Minimum 2 years' experience in office administration preferably in medical background (essential).
2. Ability to maintain established financial administrative, data and client related record keeping functions.
3. Excellent problem solving and communication skills, with the ability to be flexible in the working environment and contribute to a productive, cooperative and friendly workplace.
4. Demonstrated resilience, ability to multitask and ability to initiate, manage and priorities own workload in line with set requirements and timeframes.
5. Well-developed communication skills and ability to contribute positively to a team and a genuine interest in supporting programs for young people, families and the broader community. Commitment to working in a culturally safe and appropriate way.
6. Well-developed ICT skills with ability to use email, ICT equipment (photocopiers, faxes, data projectors and mobile devices) and familiarity with Microsoft Word suite (Word, Excel, Outlook etc).

## General Requirements

1. Demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities and staff.
2. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
3. Northern Territory Working with Children Clearance (Ochre Card).
4. National Police Criminal History Report (less than three months old) with acceptable outcome.
5. Northern Territory Driver's Licence.
6. First Aid Certificate (or willingness to obtain if required).

## Key Accountabilities and Responsibilities

### 1. Reception

- Assist in the set up and shut down the Centre ensuring the rooms and spaces are in a clean and tidy state at the beginning and end of each day ensuring it meets all the WHS requirements.
- Manage incoming phone calls and greet young people and visitors to the office in a professional and friendly manner and convey messages efficiently.
- Management and maintenance of electronic medical record, MBS/MDS client data and any hard copy records
- Provide high level administrative assistance and early advice of outstanding issues to the Centre Administration Manager and/or Operation Managers and other senior managers as required.
- Maintain client records by obtaining and updating personal and financial information, that maintains a young person's rights and confidentiality.
- Oversee all Medicare billing from allied health private practitioners and maintain associated records.
- Generate waitlist reports for teams and book all first appointments for Private Providers.
- Create daily surveys within headspace National client data management platform (hAPI) as required.
- Keeps client appointments on schedule by notifying providers of client's arrival.
- Maintain operations by following policies and procedures; reporting changes as needed.
- Contribute to the team effort by accomplishing related/other tasks as needed.
- Contribute positively to workplace culture to a high performing, youth and family focussed service that is culturally sensitive.

### 2. Administration

- Operation, maintenance and security of record keeping systems and software.
- Assist in administrative functions for meetings and events, including catering and travel bookings.
- Coordinate incoming and outgoing mail.
- Assist with IT services and support.
- Assist with equipment management and maintenance.
- Liaise as directed with Corporate Services and ensure motor vehicles, facilities and equipment are in good working order and that the required inspections occur, and records are kept.
- Assist the Centre Administration Manager and Administrative Resource Officer with preparation of reports for hNO and the Anglicare NT Board as required.

## Other Duties and Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to Anglicare NT delegations, policies and procedures and general conditions of employment.
- Model Code of Conduct by working cooperatively and effectively with clients, colleagues, management and external stakeholders.
- Comply with funding contracts, operational guidelines, budgets, approved work plans, data collection, reporting requirements and task directives.
- Comply with Anglicare NT's WHS requirements – remain vigilant about the potential for client / customer related behavioural risks and contribute to a safe working environment.
- Support organisational activities linked to Anglicare NT's Reconciliation Action Plan (RAP) including undertaking Aboriginal and Torres Strait Islander cultural competency training.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with team members to address service improvement requirements resulting from client complaints, stakeholder feedback and / or internal or external evaluation processes.
- Keep up to date (read) with emails, staff meeting records, AngliShare (intranet) updates and maintain your knowledge of policy and procedures.
- Contribute to organisational planning and review days, promotional activities, key events and quality improvement and accreditation processes as required.
- Participate constructively in supervision, performance reviews, professional development and training as required.
- Maintain attendance, leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as directed from time to time within skill set, knowledge and scope of practice.

## Delegation of Authority

Expenditure, Operational / Administrative, Personnel, Management and Legal – as per current Delegation of Authority Schedule (endorsed by the Board and periodically updated).