

Position title	Reception & Administrative Assistant	Reference	hsK: Rec & Admin
Award & Classification	Award: SCHADS Level: 3	Reporting to	Centre Manager headspace Katherine
Location	Katherine	Cost Centre	3403
Section	Mental Health	Program	headspace Katherine
Approved	Executive Management Mental Health	Date	February 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 complete reception duties and provide day to day administrative support to headspace Katherine team to meet the operational demands of the service. You will provide high quality reception coverage to ensure the provision of youth-friendly, family inclusive and culturally respectful professional clinical services to the community as required at the headspace Katherine hub. You will assist and provide confidential, timely and effective administration support to the centre manager and clinical manager as required. This also includes being the central liaison role with corporate services administrative systems (ITC, EMR, Finance, Fleet & Facilities, payroll and HR).

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. Experience (minimum 3 years) working in a busy administrative/reception role and ability to effectively perform front office/reception duties for internal and external clients. Experience working in primary health or mental health service is advantageous.
2. Genuine interest in supporting a program focused on working with young people, families and the broader community to improve mental health and wellbeing of young people. The ability to relate well with young people and to make sure the information provided to them is youth friendly and relevant.
3. Ability to maintain a timely, comprehensive, confidential and accountable manner and maintain established financial administrative, data and client related record keeping functions; including managing equipment, facilities, assets, vehicles and keeping of related records.
4. Ability to establish and maintain effective working relationships with a range of internal and external stakeholders from government, non-government and health sectors and from indigenous and culturally/linguistically diverse backgrounds.

5. Experience in meeting specific work targets in a timely manner and ability to initiate, manage and prioritise own workload in line with set requirements and timeframes.
6. Highly developed computer literacy skills including email, internet, spreadsheets, reporting tools and ability to use basic office IT equipment including photocopiers and faxes etc. Ability to update websites and utilise iPads to manage the minimum data set processes undertaken by staff and clients. Experience with Mastercare (or similar medical IT system) desirable.

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. Administration & Resource Management

- Generate reports within the Electronic Medical Record and distribute among respective program leads as required.
- Ensure that client data systems operate to a standard and are monitored to ensure privacy and confidentiality requirements are met.
- Assist the Centre Manager and Clinical Manager with preparation of reports for hNO and the Anglicare NT Board.
- Assist Centre manager and senior accountant with the preparation of invoicing and financial reporting and service reporting to headspace National Office (hNO) via the MDS2 system as required in consultation with headspace Darwin Centre Administration Manager.
- Ensure all petty cash and purchase order reconciliations are completed as required.
- Maintain client records by obtaining and updating personal and financial information.
- Ensure the asset management systems is maintained and regular maintenance checks are undertaken for facilities and fleet in consultation with Fleet and Facilities Coordinator and update centre manager with any significant changes, scheduling equipment services and repairs.
- Oversee the operation of all software, data systems and the website to ensure they are always available to staff and in good working order in consultation with ICT officer and contracted IT provider.
- Organise travel for staff within the Mental Health Division.

2. Reception

- Manage all incoming phone calls and greet clients and visitors to the office in a professional and friendly manner.
- Communicate effectively with young people and work in culturally safe and informed way.
- Maintain interview and meeting room schedules.
- Keeps client appointments on schedule by notifying provider of client's arrival, reviewing service delivery compared to schedule and reminding provider of service delays.

- Maintaining the reception area and waiting room while ensuring it meets all the WHS requirements.
- Ensuring the reception area is always staffed to meet the demand of greeting young people, their family, friends and referring people at all times in person or via telephone or email; and that is warm and welcoming
- Contribute to the team effort by accomplishing related/other tasks as needed.
- Protects clients' rights by maintaining confidentiality.
- Maintain operations by following policies and procedures; reporting changes to centre manager as needed.

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).