



POSITION DESCRIPTION

HEALTH SERVICE RECEPTIONIST

Location:	headspace Craigieburn
Division:	Clinical Services
Classification:	Health Professionals and Support Services Award 2010, Support Services Employee Level 4
Employment Type:	Full-Time Fixed Term position available until 30 June 2021
Position reports to:	Practice Manager

1. POSITION SUMMARY

The position will provide operational support to headspace Craigieburn to ensure the effective delivery of all administrative functions. Functions include reception, maintaining appointment systems, billing and medical records, other database management and application of Microsoft Office tools. The position will be integral to the overall functioning and delivery of mental health and well being services to young people and their families and carers.

Subject to direction, while working with a degree of autonomy, this position will be supported by regular staff meetings and assistance that will be available from senior staff as required, however is also expected to seek support as required.

2. POSITION CONTEXT

headspace is a world-first youth mental health initiative that supports young people who are going through a tough time; whether it's depression, anxiety, relationship break-ups or alcohol and other drug issues. The youth-friendly services at headspace are aimed at teenagers and young adults in recognition of the fact that 75 percent of mental disorders emerge before the age of 25 years.

Orygen operates five headspace centres and associated services in Craigieburn, Glenroy, Melton, Sunshine and Werribee with funding from the North Western Primary Health Network and support from headspace: the National Youth Mental Health Foundation. These headspace centres aim to improve access to services and continuity of care for young people across four core streams of service: mental health; alcohol and other drugs; primary care; and social recovery/vocational services.

3. ABOUT ORYGEN

VISION: Young people to enjoy optimal mental health as they grow into adulthood.

MISSION: Reduce the impact of mental ill-health on young people, their families and society.

Orygen is the world's leading research and knowledge translation organisation focusing on mental ill-health in young people. Working side-by-side with young people, our partners and one another, we're redefining what's possible in global research, policy, education and clinical care. Find out more on our [website](#).

headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds, along with assistance in promoting young peoples' wellbeing. This covers four core areas: mental health, physical health, work and study support and alcohol and other drug services. Find out more on the headspace [website](#).

4. KEY RESPONSIBILITIES/OUTCOMES

The Health Service Receptionist will:

- Welcome and assist young people, their families and friends with enquiries and appointments (both face to face and via telephone), responding to all enquiries in a professional and friendly manner.
- Obtain and manage client information in a timely and accurate manner, ensuring confidentiality and privacy standards are met. This includes receiving referrals, managing electronic client records systems (PracSoft, Medical Director), scanning and uploading of reports, correspondence and pathology into files.
- Maintain accurate appointment information including the follow up of DNA (did not attend) clients in accordance with centre procedures.
- Prepare accounts using the Medicare bulk billing process and assist the Administration Officer with the batching of Medicare claims.
- Coordinate the booking and set up of rooms for meetings as required or requested, including arranging catering requirements.
- General headspace centre presentation, ensuring that the waiting area & consulting rooms are tidy, youth friendly and stocked with relevant and up to date information.
- Monitor stationery and clinical supplies and place orders as required to maintain a working supply at all times.
- Use a range of computer applications including medical software, word processing and other databases as required
- Participate in staff meetings, planning forums and other professional development opportunities as required.
- Assist the Practice Manager and Administration Officer to identify opportunities for improvement and to implement new processes and procedures.
- Support and promote research and evaluation projects conducted at the headspace centre.
- The role may incorporate other headspace related activities and responsibilities as directed by the Practice Manager.

5. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

5.1 Essential

- Demonstrated ability to communicate warmly and effectively with young people, their families and a diverse range of health and community service providers.
- Demonstrated ability to provide a high standard of confidential reception and administrative services, including a high level of word processing skills.
- Knowledge of, or the ability to learn, relevant administrative/clerical procedures, including software applications and filing systems.
- Ability to operate with minimal supervision and as part of a multidisciplinary team.
- Demonstrated sound problem solving skills and an ability to multitask.
- Understanding of contemporary human resources practices including workplace health and safety, equal opportunity and antidiscrimination.
- Ability to exercise initiative in the application of established work procedures.

5.2 Desirable

- Knowledge and understanding of the health and welfare issues affecting young people.
- Knowledge and understanding of relevant legislation, policies and issues informing health and other services for young people and families.
- Competence regarding information technology, software packages and willingness to be trained and implement data collection and clinical record software.

6. PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Health Service Receptionist will be expected to have:

- Knowledge of and an ability to work within the headspace framework of early intervention, de-stigmatisation, diversity, inclusion, and non-discrimination.
- Working knowledge of medical software and Medicare billing systems.
- Knowledge of, and compliance with, relevant government legislation, regulations and standards.
- An understanding of and commitment to comply with relevant privacy legislation, ensuring confidential information is protected from unauthorised disclosure and use.
- High levels of accuracy and attention to detail.
- Excellent computer skills with a demonstrated ability in word processing, PowerPoint and databases as required.

7. SPECIAL REQUIREMENTS

- A current Victorian driver's licence.
- Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in Orygen's Occupational Health and Safety policy.
- All Orygen employees are required to familiarise themselves with the organisation's policies and procedures and to adhere to them at all times.
- A current full unrestricted work permit / visa for Australia.
- A current National Police Check will be required.
- Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check.