
CLINICAL ADMINISTRATION AND OPERATIONS OFFICER

SEPTEMBER 2021



Location:	Parkville or Brisbane
Division:	Orygen Digital
Salary Range:	\$60,000 to \$75,000 per annum (pro rata) commensurate with skills and experience of successful applicant
Employment type:	Part-time / full-time (0.8 – 1.0 FTE) fixed term position available for until 30 October 2022
Position reports to:	National Clinical Services Manager, Orygen Digital

1. POSITION SUMMARY

The Clinical Administration and Operations Officer will provide support across the MOST Clinical and Moderation team made up of clinicians, peer workers and career consultants on the MOST platform. The role will support the smooth running of the clinical services and operations across VIC as well as other jurisdictions as we expand interstate into QLD , ACT and NSW. They will act as the principal contact point for coordinating meetings, and liaising with external and internal stakeholders and supporting the senior team with setting up orientation, training and recruitment processes (within Orygen Digital MOST) and managing the roster for the Clinical and Moderation team as well as the contracts for staff. They will also have a role in improving operational processes and assisting with project management.

This position will require developed skill in diary and correspondence management, as well as an interest in supporting the wider functions of the Clinical and Moderation team MOST (for example, facilitating staff resourcing as the team grows and supporting financial processes). The position will involve working with a degree of autonomy, and will be supported by a senior staff member at all times.

2. POSITION CONTEXT

Orygen delivers cutting-edge research, policy development, innovative clinical services, and evidence-based training and education for the mental health workforce to ensure that there is continuous improvement in the treatments and care provided to young people experiencing mental ill-health.

We are a complex organisation. Our activities and workforce are diverse and include:

- Five headspace centres in Craigieburn, Glenroy, Melton, Sunshine and Werribee that deliver primary clinical services to young people and are operated by Orygen.
- The Centre for Youth Mental Health, a University of Melbourne research and teaching department that is wholly seconded into Orygen. Centre staff are provided with Orygen email addresses and have the use of Orygen systems.
- Orygen Specialist Program (formerly referred to as Orygen Youth Health Clinical Program), a tertiary clinical service that is currently operated by North Western Mental Health, co-located with us at Parkville, Sunshine and Glenroy and also operating at sites

in Footscray, and Wyndham. Whilst not under the governance of Orygen, Orygen Specialist Program works in close partnership with us.

- Orygen Digital, which develops and rolls out online clinical platforms that are fully integrated with 'in-person' clinical services.
- A training and development unit providing online and face to face training for the mental health workforce both nationally and internationally.
- A policy think tank drawing on Orygen's research and clinical expertise and partnering and collaborating with key content experts from Australia and around the world to advise government policymakers.
- Centralised professional support functions enabling the organisation to achieve strategic and operational objectives.

The Clinical Administration and Operations Officer will be part of a growing team of Orygen Digital clinicians, career consultants and peer workers.

The Administration and Operations Officer will play a central role in supporting the National Clinical Services Manager in rapid clinical expansion of the MOST service into Queensland, ACT, NSW and other jurisdictions whilst maintaining and strengthening the operations of the broader Clinical and Moderation team

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.
VALUES	Respect, accountability, teamwork, excellence & innovation.
COMMITMENTS	First Nations people of Australia, young people and their families, LGBTIQA+ people & culturally and linguistically diverse people.

4. KEY RESPONSIBILITIES AND OUTCOMES

The Administration and Operations Officer will:

4.1 Diary Management

- Coordinate diary meetings with the National Clinical Services Manager briefing them on invitations and requests and providing scheduling advice
- Demonstrate initiative, collaboration and excellent communication and attention to detail
- Respond to all invitations and diarise accordingly
- Coordinate all travel, accommodation and itineraries for the clinical & moderation team
- Organise planning days and team movement on and off site including booking venues and organising catering.

4.2 Administrative Support

- Prepare workforce data and internal and external reports
- Manage incoming calls, emails and correspondence, proactively determining significance and managing distribution
- Project management of an orientation and induction program online for MOST
- Assist with project and service development work to improve current processes and operational Improvements including quality assurance
- Facilitate the workflow of recruitment, orientation and training of new staff including organising their equipment, access to shared drives and induction schedule
- Attend and proactively minute meetings and prepare action lists for various senior internal and external meetings Prepare and distribute meeting agendas and papers for the senior team and the National Clinical Services Manager

- Prepare and format forms, reports and documents for internal and external use often within short time frames
- Support preparation of PowerPoint presentations by the National Clinical Services Manager and senior staff of the Clinical and Moderation team
- Manage confidential and sensitive documentation with appropriate discretion
- Manage the roster with the National Clinical Services Manager including roster change requests and coordinating a suitable roster for the national team with on call, weekend, public holiday and evening coverage.
- Other supportive functions as identified by or in consultation with the National Clinical Services Manager

4.3 Business Operations Administration Support

- Support the staffing activities under the guidance of the National Clinical Services Manager including liaising with Orygen People and Culture to facilitate administration for contract renewals, new positions, managing variations, consultancy contracts, assisting with recruiting, on-boarding and exiting staff

4.4 Stakeholder Support

- Act as the principal contact point for the external stakeholders for the clinical and moderation team
- Manage the enquiries and concerns of external services as well as families/ carers and young people and screen and prioritise for the Clinical and Moderation team to respond when appropriate

4.5 Additional responsibilities

- Comply with and support others to comply with Orygen's policies and procedures, including taking appropriate action to hold others accountable and promote a workplace culture that is safe, diverse and inclusive

5. SELECTION CRITERIA

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

5.1 Essential

- Tertiary qualifications in a relevant discipline such as business administration, project management, operations or other relevant field
- Previous experience in operational administration and support in a dynamic team context and/or extensive experience in a similar role either supporting a clinical manager or senior team
- Demonstrates commitment to the values of Orygen and the ability to contribute to the strategic agenda of Orygen in line with its priorities.
- Capacity to be proactive, assertive, and work well under pressure or within tight time frames.
- Exceptional organisation skills with a passion for planning, organising and prioritising administrative tasks and systems, including managing competing tasks rapidly and ensuring deadlines are met under pressure.
- Excellent interpersonal skills with the ability to establish friendly and professional rapport with a wide range of stakeholders including Board members, senior levels of Government, partner organisations, members of the public and clients and families.
- Knowledge of and the ability to efficiently use ICT and organisation systems.
- Proficiency in Microsoft Office including Outlook, Word, Excel and PowerPoint.

5.2 Desirable

- Experience in working with and/or providing support for finance and/or human resource administration
- Experience working in a university and/or health service environment
- Demonstrated understanding and relevant experience and knowledge with compliance, legal and industrial relations framework
- Understanding of the mental health sector and, in particular, youth mental health
- Interest in innovation and digital tools for youth mental health

6. SPECIAL REQUIREMENTS

- Unrestricted right to live and work in 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.
- In line with Government guidelines, this position may need to be based at home during certain periods. As such a reliable internet connection will be required.

7. ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

Name:	
Signature:	
Date:	