



PD0116

## Position Description



### Administration Manager

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<b>Program:</b>	headspace Grafton
<b>Location:</b>	59 Duke Street, Grafton
<b>Award:</b>	Health Professionals & Support Services Award 2020
<b>Classification:</b>	Support Services Level 6
<b>Reports to:</b>	Centre Manager headspace Grafton
<b>Direct employer:</b>	Health Voyage Ltd

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**OUR VISION:** *Healthier people. Stronger communities.*

**OUR MISSION:** *To provide equal access to safe, quality health care services and improve the physical, mental, and social wellbeing of vulnerable individuals in our community.*

**OUR VALUES:** *Ethical Integrity Respect Diversity Compassion*

*Health Voyage is a Circle Back Initiative Employer <https://circlebackinitiative.com/about/> and commits to respond to every applicant.*

#### ORGANISATION AND PROGRAM SUMMARY

##### Health Voyage Ltd

Health Voyage is a local for purpose not for profit. As a charity organisation we are strongly guided by our values and work towards a vision of healthier people and stronger communities.

Health Voyage is the Lead Agency for:

- the Coffs Harbour Women's Health Centre
- headspace Coffs Harbour,
- headspace Grafton, and
- the Mental Health Nursing Services Program for the North Coast.

We work in partnership with other community organisations and the Local Health Districts and our funders to ensure our services complement and strengthen the public health sector. We provide accessible, cost-efficient and effective health and wellbeing services to prevent or lessen the long-term impact of illness is a vital contribution to the wellbeing of individuals, families and the community.

##### Our commitment to a safe, inclusive and respectful workplace

Health Voyage is committed to a workplace culture that builds respect, fosters inclusiveness, promotes diversity and embraces the unique skills and qualities of all our workforce and members. Candidates who identify as Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, LGBTIQ+, or have a lived experience of mental health are encouraged to apply for Health Voyage positions.

Sep 2024

(headspace Coffs Harbour, headspace Grafton and Coffs Harbour Women's Health Centre are programs of Health Voyage Ltd. ABN 73738289843)

## POSITION SUMMARY

The Administration Manager at headspace Grafton will oversee the day-to-day administration services of the centre and support the Centre Manager with operational needs in order to ensure the delivery of high-quality services to young people in a safe and supportive environment. This role includes managing administrative staff, supporting the coordination of clinical activities, various aspects of building and asset management, and maintaining effective systems and processes to support service delivery. The Admin Manager will work proficiently and collaboratively with all headspace centre staff in a fast-paced environment.

## KEY RESPONSIBILITIES

### 1. General:

#### ○ Management Support:

- Provide support to the headspace Grafton management team in assisting with the day to day running of the service through coordination of the administrative services and administrative systems
- Oversee the use of the Electronic Medical Records system, Best Practice
- Coordinate with internal partners to ensure the smooth operation of the headspace centre.
- Support the development and enhancement of systems within the centre.
- Oversee the management and organisation of all headspace Grafton documents and forms, ensuring accessibility and compliance.

#### ○ Safety:

- Oversee evacuation drills and ensure compliance with WHS regulations.
- Support with the develop and maintenance of the headspace Grafton Business Continuity Plan, ensuring readiness for any service disruptions.

### 2. Staff Management:

- Line management of administrative staff
- Day to day supervision of administrative staff, delegating tasks and ensuring that administration staff are aware of, and fulfilling their roles and responsibilities.
- provide leadership and support ensuring high performance and morale; ensure excellent front-of-house is provided to all clients and visitors.
- Coordinate administrative staff schedules and leave, always ensuring adequate administrative cover for the centre.
- Facilitate administrative staff training and professional development opportunities.
- Ensure effective communication and teamwork among staff members.
- Oversee the induction and training of all staff, including private practitioners.
- Conduct regular administrative staff one-on-one's and annual performance reviews and address any issues that arise.

### 3. Building and Asset Management:

- **Security:** Ensure the security of the premises, coordinating with relevant teams and external services.
- **General Building Maintenance and Presentation:** Manage cleaning schedules with contracted cleaners, ensure cleanliness across the facility, maintain a high standard of building presentation including aesthetics and functionality, and oversee the maintenance of the building and garden areas, ensuring they are well-kept, welcoming, and all systems are functional and up to date.
- **IT:** Coordinate onsite IT needs, including troubleshooting and liaising with external IT support services.
- **Procurement:** Manage the procurement, maintenance, and arrangement of furniture as approved by the Centre Manager; oversee the inventory and management of stock, ensuring necessary supplies are available.
- **Vehicles:** Manage the centre's vehicles, including scheduling maintenance and coordinating the booking system and vehicle usage.

#### 4. Reception:

- **Front Desk Service:** Provide reception cover as required to provide excellent front desk service to all visitors and clients.
- **Clinical Support:** Provide administrative support to the clinical team as needed.
- **Medicare Billings:** Oversee the reconciliation of MBS income, daily batching, payment processing and preparation of invoices.
- **Young People and Family Support:** Support young people and families in accessing services and information.
- **Reception Processes:** Document the processes related to Reception and ensure adherence to these processes. Ensure documented processes are accessible to all team members, updated and remain current.

#### 5. Service Support:

- **Medical Software:** manage the centre's medical software system (Best Practice) and ensure training/skills remain current and relevant for all administrative team members.
- **Allied Health Clinicians Referrals:** alongside the treating clinician, oversee the process of ensuring correct and current referrals are in place for young people seeing an Allied Health Clinician at headspace Grafton under MBS.
- **Support of Waitlist Maintenance:** In collaboration with the clinical team, assist in the management and maintenance of client waitlists.
- **Catering:** Coordinate catering needs for events, meetings, and day-to-day operations as requested by the headspace Grafton management team.
- **Room Allocation:** Manage the allocation and booking of rooms for various activities.
- **Meetings:** Provide support for headspace Grafton meetings, including scheduling, minute-taking, and follow-up.
- **Accommodation Coordination:** Assist in coordinating accommodation for visitors and staff as needed.
- **Training Requests and Booking:** Coordinate approved requests for training and book sessions and travel/accommodation if required; update and maintain the centre's Training Register.
- **Finance Support:** Provide basic finance support to the Centre Manager and headspace team, including processing invoices through to Finance, budget tracking; oversee petty cash management (if applicable) and/or credit/debit card monthly reconciliation if applicable.

#### 6. Quality and Compliance:

- Ensure adherence to Health Voyage policies and procedures
- Ensure adherence to relevant health and safety regulations.
- Support the Centre Manager to implement and monitor quality improvement initiatives.
- Support the Centre Manager to drive accreditation processes and maintain quality standards.
- Support the Centre Manager to create and implement procedures that promote efficient and effective practice operations within headspace Grafton.

#### 7. Commitment to personal and service improvement

- Support the vision, aims, objectives and core values of Health Voyage Ltd
- Be an active, positive, thoughtful and respectful member of the headspace Grafton team
- Attend professional development sessions as agreed with the Centre Manager
- Participate in planning for the purposes of service improvement

### RELATIONSHIPS

The position holder will be required to develop and maintain positive and effective working relationships with a range of people and organisations. They must positively represent Health Voyage to the public, community, government and other organisations.

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<b>Reports to:</b>	Centre Manager headspace Grafton
<b>Direct Reports:</b>	Receptionist/s, Peer Support Worker/s as relevant
<b>Indirect Reports:</b>	None
<b>Accountable to:</b>	Health Voyage CEO and Governance Board
<b>Internal Relationships:</b>	headspace Coffs Harbour Centre Staff and Contractors Health Voyage Staff and Contractors Youth Advisers/ Reference Group Members.
<b>External Relationships:</b>	Healthy North Coast Staff headspace National Office Staff Consortium partner organisations and staff Health Voyage co-located partner organisations Other headspace Centre Staff Local youth, health and community service providers and staff Government departments, ministers and staff Private health practices and practitioners Young people and their family and friends that access the Centre Other external partners, vendors, providers and key stakeholders.

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## SELECTION CRITERIA

### Essential

1. Relevant tertiary qualification in health administration, business administration, practice management, or a related field.
2. Proven experience in a similar role within a healthcare or community services setting.
3. Strong leadership and people management skills.
4. Excellent organisational and time management abilities.
5. Proficiency in using clinical management systems, preferably Best Practice (BP).
6. Excellent communication and interpersonal skills.
7. Commitment to delivering high-quality client services.
8. Demonstrated ability to manage compliance with Medicare, MBS item codes, and billing systems.
9. Experience with Primary Health Care Accreditation processes

### Desirable

1. Experience working in a youth mental health service.
2. Knowledge of headspace operations and guidelines.

### Personal attributes

- High levels of professionalism, confidentiality and discretion.
- Positive and collaborative team player.
- Adaptability and flexibility to changing work environments and requirements.
- Reliable and results focussed.

## WORKPLACE POLICIES AND PRACTICES

All Health Voyage employees and contractors are required to familiarize themselves with the organisation's code of conduct and policies and procedures and to abide by them at all times.

It is expected that at all times employees and contractors will:

- Be respectful towards the organisation, colleagues, clients and the general public.
- Support the Health Voyage vision and objectives and demonstrate the values of Health Voyage.

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- Take reasonable care for their own health and safety and that of others in the workplace.

The position holder must also:

- Maintain a current check for working with young people, as per the relevant state legislation.
- Undergo a current and satisfactory criminal record check.
- Maintain a current driver's licence
- Maintain eligibility to work in Australia.
- Have some flexibility to travel, and to work after hours (including weekends and evenings).

#### **OTHER INFORMATION**

- Fringe Benefits:** Salary Sacrifice (Packaging) is available to eligible employees. Health Voyage Ltd is a Registered Charity
- Superannuation:** Employer contribution will be paid in accordance with the applicable current Superannuation Guarantee Legislation to a complying super fund.
- Leave:** Annual leave as per the National Employment Standards with 17.5% loading (not applicable for casual employment)  
Sick Leave as per the National Employment Standards (not applicable for casual employment)
- Public Holidays:** All official National and NSW Public Holidays that occur on regular days of work
- Position status:** This position is subject to and conditional upon continuing grant funding.

**Please note:**

**It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a person convicted of a serious sex offence to apply for this position. Successful applicant(s) will be subject to Working with Children Check and Police Check prior to Employment.**

**Health Voyage regards the health, safety and wellbeing of our people, our contractors and our communities to be our highest priority, which is why require all employees to have received at least two doses of an approved COVID-19 vaccine or have an approved medical contraindication form.**

**Approved by:**

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Tazmyn Jewell, Chief Executive Officer

**Date approved:**

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Sep 2024

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