

## POSITION DESCRIPTION

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|----------------------------------|--------------------------------------------------------------|
| <b>Position Title:</b>           | Administrative Officer                                       |
| <b>Business Unit/Department:</b> | Community Mental Health Team                                 |
| <b>Division:</b>                 | Mental Health and Wellbeing Services                         |
| <b>Award/Agreement:</b>          | Victorian Public Mental Health Services Enterprise Agreement |
| <b>Classification:</b>           | Administrative Officers – YC89                               |
| <b>Reports To:</b>               | Program Manager                                              |
| <b>Direct Reports:</b>           | N/A                                                          |
| <b>Date Prepared/Updated:</b>    | 12 December 2025                                             |

### Position Purpose

The Administrative Officer provides core reception, clerical and administrative support to the Mental Health and Wellbeing Service – Community Team.

Key responsibilities include maintaining medical records; supporting the use of local and statewide health information systems; managing admissions, discharges and daily returns; and providing administrative coordination for Mental Health Tribunal hearings under the Mental Health and Wellbeing Act 2022. The role delivers a professional, caring and consumer-focused service and works closely with nursing, medical, allied health and ancillary staff; hospital departments; Area Mental Health and Wellbeing Services; and consumers, families and carers.

The role is part of the Community Mental Health Team, with final site allocation confirmed based on service requirements and recruitment outcomes. The position predominantly operates Monday to Friday, although some flexibility may be required to support service needs.

### Flexible Role Coverage

This position forms part of the broader administrative team within the Community Mental Health and Wellbeing Service. Staff may be allocated to reception, general administration, medical records or Mental Health Tribunal coordination depending on service requirements. Allocation of duties will be determined in consultation with the Program Manager and will remain within the scope of the YC89 classification. The role may be deployed across community sites as service needs evolve.

### Business Unit Overview

The Division of Mental Health and Wellbeing Services spans across multiple Western Health sites and within the local community and services consumers across the lifespan.

The Division has recently been established following a key recommendation from the Royal Commission into Victoria's Mental Health System. Western Health's Mental Health and Wellbeing Service (MH&WS) provides a comprehensive range of specialist mental health services to people residing in the local government areas of Melton, Brimbank, Maribyrnong and parts of Hume (Sunbury/Bulla). We deliver

### Our Vision

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| <p>specialist clinical programs across Adult Community Services, EMH/PARC/CL Psychiatry, the St Albans Community Care Unit, the Adult Mental Health Rehabilitation Unit, and the Adult Acute Inpatient Unit. The MH&amp;W service is situated in a growth corridor characterised by continuous development, service expansion, and innovative new programs.</p> <p>Our recovery-oriented care is delivered by a skilled multidisciplinary workforce, including lived and living experience workers, with input from consumers and carers. These services include hospital based, community and specialist mental health and wellbeing services for adults, older adults, children and adolescents who are experiencing, or are at risk of developing a serious mental illness.</p> <p>The Division collaborates across a number of Divisions within Western Health and partners with external health services and community services to ensure the provision of Best Care.</p> <p>The Division aims to innovate and develop services and care options across Western Health to ensure Best Care for the community of Western Melbourne.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <p><b>Key Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Operate and maintain computerised health information systems such as the patient Administration system (iPM), Cerner (EMR), Client Management Interface (CMI) and the Digital Medical Record (BOSSnet)</li> <li>• Maintain consumers medical records according to according to Western Health procedures and policies and Australian standards</li> <li>• Collect, prepare, scan, maintain quality and integrity of medical record documents and Health Information</li> <li>• Enter all data pertaining to patient admissions, discharges and staff daily contact sheets into the relevant patient administration systems, including any relevant local database on a daily basis</li> <li>• Process and enter all data in the CMI/ODS and iPM, or equivalent, pertaining to the Mental Health and Wellbeing Act 2022 and Department of Health reporting obligations, to meet reporting deadlines</li> <li>• Maintain good interpersonal relationships with all internal or external staff, along with patients, their families and carers.</li> <li>• Contribute to supporting other members of the team including but not limited to the WHMH Community Team</li> <li>• Maintain the confidentiality and security of all health information and report any potential breaches to the Program Manager or Health Information Manager</li> <li>• Attend staff meetings as required, including taking minutes of meetings as directed.</li> <li>• Assist with orientation of new clinical staff to administrative responsibilities and procedures supporting clinical processes and reporting requirements</li> <li>• Other duties as directed by the Program Manager</li> <li>• Display enthusiasm for learning and an initiative to further develop skills</li> <li>• Undertake professional development activities offered by the Mental Health and Wellbeing Service</li> <li>• Ordering and restocking supplies as required</li> </ul> <p>In addition to the key responsibilities specific to your role, you are required to deliver on the <a href="#">Key Organisational Accountabilities</a> which are aligned with the Western Health strategic aims.</p> |
| <p><b>Key Working Relationships</b></p> <p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• Consumers, carers and support networks</li> <li>• Mental Health and Wellbeing Services Division</li> <li>• Women's and Children's Division (including Melton Paediatrics Service)</li> <li>• Western Health</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Child and Adolescent Mental Health services in Western Melbourne including The Royal Children's Hospital and Orygen Youth Health</li> <li>• DFFH Services including Child Protection</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

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- Area Mental Health Services
- Department of Health
- Mental Health Tribunal (MHT)

## Selection Criteria

### Essential:

- Highly developed customer service and interpersonal skills while maintaining professional presentation and demeanour
- Interact professionally with staff and consumers while maintaining high levels of confidentiality
- Excellent written and verbal communication skills, including a professional telephone manner
- Demonstrated ability to work effectively as a team member as well as an ability to work autonomously
- Ability to work in a busy environment and under pressure
- Demonstrated organisational and management skills
- An ability to accept work directives from Unit Manager, Health Information Manager and other Senior staff, or delegates
- Motivation and commitment to ongoing professional development and demonstrate a willingness to impart knowledge to others as required
- Commitment to the Western Health Values.

### Desirable

- VCE or equivalent preferred
- An understanding of the Mental Health Act 2022 and other relevant legislation
- Experience within a Hospital or Medical setting, customer relations or reception / administration experience
- Experience using the Victorian Mental Health statewide information system, CMI
- Ability to speak a community language
- Current driver's licence

## Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

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## General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Employee's Name: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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