

POSITION DESCRIPTION

Position Title:	Administration Officer
Business Unit/Department:	Mental Health Services
Division:	Mental Health & Wellbeing Services (MHWS)
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement
Classification:	<i>Administrative Worker: Grade 2 (YC89)</i>
Reports To:	MHWS Program Manager – Unit 3 MHWS Operations Manager – Acute & IPU Services
Direct Reports:	N/A
Date Prepared/Updated:	17 March 2026

Position Purpose

The Administration Officer (Casual) role is based within the Sunshine Mental Health and Wellbeing Centre (MHWC) Administration team and is deployed across Mental Health and Wellbeing Service (MHWS) sites to meet operational requirements. This predominantly includes the Sunshine and Footscray hospital campuses, with additional coverage across community-based settings including, but not limited to, Sunshine, Footscray, Melton, Albanvale, and Burnside.

The Administration Officer provides administrative support to facilitate the efficient operation of inpatient and community mental health services. The role supports multidisciplinary teams and contributes to the overall functioning of clinical services. The role contributes to the efficient, safe, and consumer-centred operation of inpatient and community mental health services by ensuring accurate health information management, effective communication, and seamless coordination of administrative processes. As a key point of contact for consumers, carers, and stakeholders, the Administration Officer supports a positive service experience while maintaining strict confidentiality and privacy of sensitive health information. The role plays a critical function in supporting clinical teams through timely and accurate data entry, management of clinical systems, and adherence to legislative, organisational, and reporting requirements.

Working under the direction of the Operations Manager – Acute & Inpatient Services and local Nurse Unit Managers, the Administration Officer:

- Provides administrative support to clinical teams in collaboration with the MHWS administrative team, including acting as the first point of contact for visitors, managing telephone enquiries, data entry, appointment coordination, maintaining clinical information systems, and providing general staff support
- Supports key service functions to ensure health information and reporting obligations are met, including consumer admissions and discharges within systems such as iPM and CMI
- Ensures compliance with relevant legislative and reporting requirements, including the Health Records Act 2001 (Vic) and the Mental Health and Wellbeing Act 2022 (Vic)

The Administration Officer (Casual) roles operate across a 7-day roster, with shifts available Monday to Friday and on weekends, based on service demand.

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

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. The Western Health catchment includes the local government municipalities and growth areas of Brimbank, Sunbury, Maribyrnong and Melton.

Our recovery-oriented approach to care is provided by a multidisciplinary workforce comprising skilled clinicians, 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.

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. The Division aims to innovate and develop services and care options across Western Health to ensure Best Care for the community of Western Melbourne.

Key Responsibilities

Clinical Administration & Systems:

- Ensure timely and accurate data entry and maintenance across clinical systems (e.g. iPM, CMI/ODS) to support clinical care, reporting and statutory compliance
- Ensure compliance with statutory reporting requirements by correcting and updating data within relevant systems
- Ensure all patient health information systems are updated with details of episodes of care, admission and discharge information, diagnoses and outcome measures
- Process orders for inpatient unit stock and non-stock items as requested by the Nurse Unit Manager or delegate
- Identify patients with private health insurance, explain usage where appropriate, complete required documentation and liaise with Patient Services as required

Legal & Tribunal Functions:

- Monitor, track and process legal documentation in accordance with the Mental Health and Wellbeing Act 2022 (Vic), ensuring accuracy and timeliness
- Support preparation and delivery of Mental Health Tribunal processes
- Distribute Hearing Notices for the Mental Health Tribunal and hearings conducted by the Victorian Civil and Administrative Tribunal
- Coordinate and set up Tribunal hearings, including communication with the Registrar's Office

Reception & Stakeholder Engagement:

- Provide a professional, welcoming and trauma-informed first point of contact for consumers, carers and stakeholders, managing enquiries (phone, email and in-person) and escalating concerns as appropriate
- Engage with multiple stakeholders including MHWS staff, Western Health services, consumers, families and carers
- Respond to requests for information from internal and external service users

Medical Records & Information Management:

- Maintain medical records in accordance with organisational policies, procedures and Health Information Service guidelines, including document preparation, scanning to the Digital Medical Record and supporting community team requirements
- Ensure all relevant medical records are readily available for clinical and medical staff
- Maintain confidentiality and security of all health information, escalating any actual or suspected breaches to the Nurse Unit Manager or Health Information Manager
- Ensure compliance with the Privacy and Data Protection Act 2014 (Vic), Health Records Act 2001 (Vic) and the Mental Health and Wellbeing Act 2022 (Vic)

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

Operational & Administrative Support:

- Perform clerical duties including collecting, sorting and distributing mail and memos, and general filing, photocopying, scanning, emailing and faxing
- Provide administrative support to the multidisciplinary team, including arranging interpreters, booking patient transport, coordinating couriers, maintenance requests, room bookings and file requests
- Attend staff meetings as required, including taking minutes as directed
- Work flexibly across Mental Health and Wellbeing Service sites and programs to support service demand
- Work closely with the MHWS Administration and Health Information teams

Quality, Risk & Safety:

- Take reasonable care for your own safety and wellbeing and that of others
- Identify and escalate clinical, behavioural or operational risks to the Nurse Unit Manager or delegate as appropriate
- Participate in audits, quality improvement activities and data validation processes to support service performance and compliance
- Speak up for safety, organisational values and wellbeing
- Prioritise wellbeing and ensure safe work practices are followed

Professional & Organisational Responsibilities:

- Work within scope of practice and seek support where required
- Continue to develop through mandatory training and other learning activities
- Seek and respond to feedback, including participation in annual performance discussions
- Undertake other duties as directed by the Nurse Unit Manager or Health Information Manager
- Deliver on Key Organisational Accountabilities in addition to role-specific responsibilities

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships**Internal:**

- Administration Officers
- Western Health Mental Health and Wellbeing Service – Mental Health Tribunal Co-ordinators, Health Information Managers, Quality Improvement Coordinators
- Western Health Support Services (ICT, Security etc.)
- Operations Manager – Acute & Inpatient Services
- Nurse Unit Managers

External:

- Consumers, Carers and families
- Office of the Victorian Commissioner
- Office of the Chief Psychiatrist
- Department of Health, Victoria
- Emergency Services
- Mental Health Tribunal (MHT)
- Victorian Legal Aid
- Independent Mental Health Advocate (IMHA)
- Interpreters

Selection Criteria**Essential:**

- Highly developed customer service and interpersonal skills while maintaining professional presentation and demeanour
- Excellent written and verbal communication skills, including a professional telephone manner
- Relevant clerical experience and administrative skills including management of databases

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- Advanced computer skills, including the Microsoft Office suite
- Demonstrated ability to work effectively as a team member as well as an ability to work autonomously
- Demonstrated initiative, reliability and flexibility with excellent time management and prioritisation skills
- Ability to work in a busy environment and under pressure
- Interact professionally with staff and clients while maintaining high levels of confidentiality
- Motivation and commitment to ongoing professional development and demonstrate a willingness to impart knowledge to others as required
- An ability to accept work directives from Unit Manager, Health Information Manager and other Senior staff, or delegates
- Current driver's licence

Desirable:

- Minimum Certificate III in Business Administration or equivalent
- Understanding of the Mental Health Act and relevant legislation
- Knowledge of medical terminology

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

General Information

- Redeployment to other services or sites within Western Health is 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

Our Vision

Together, Caring for the West
 Patients – Employees – Community – Environment

- 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: _____

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment