

POSITION DESCRIPTION

Position Title:	Administrative Support Officer
Business Unit/Department:	Central Community Mental Health Team - Sunshine
Division:	Mental Health & Wellbeing Services
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement
Classification:	Grade 2 – Year 1 to Year 5 (YC89 to AK17)
Reports To:	Manager – Central Community Mental Health
Direct Reports:	N/A
Date Prepared/Updated:	6 October 2025

<p>Position Purpose</p> <p>The Administrative Support Officer (Administration Assistant) is part of the Administration Team at the Western Health Mental Health & Wellbeing Service's Community Program based in Sunshine.</p> <p>The administration assistant is a part of an administrative team responsible for medical records, ordering supplies, data entry, maintaining databases and reception duties.</p> <p>The administration team is also responsible for the recording of required KPI's and data input, and general administrative tasks that contribute to the smooth functioning of the team.</p>
<p>Business Unit Overview</p> <p>Western Health's Mental Health and Wellbeing Services (MH&WS) provides a comprehensive range of specialist mental health services to people who reside in the local government areas of Melton, Brimbank and parts of Hume (Sunbury/Bulla) and Maribyrnong. We deliver specialist clinical programs across Adult and Aged Community Services, EMH/PARC/CL psychiatry, St Albans Community Care Unit, our Adult Mental Health Rehabilitation Unit and Adult and Aged Acute Inpatient Unit. The MH&W service is situated in a growth corridor where continuous development, service expansion and innovative new programs are on the rise</p>
<p>Key Responsibilities</p> <p>All our administrative staff are expected to understand all the required tasks with the team, thus supporting and assisting where required/able, which includes:</p> <ul style="list-style-type: none"> • Maintaining the Mental Health Medical Records according to legislative standards and local policy and procedure. • Ensure all Mental Health Medical Records conform with Accreditation Standards, Australian Standards for Medical Records Services and Statutory Requirements. • Enter all data pertaining to staff daily contact sheets into the Client Management Interface (CMI). • Arrange interpreters for consumers. • Prep and scan patient information into BOSSnet (medical record) to ensure medical records are complete.

Our Vision

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

- Ensure that data entry meets reporting deadlines as set down by the Department, Network Policy and Procedures.
- Ensure that the consumer's medical record is in order according to Medical Record Service Guidelines during the patients contact with the service.
- Enter all data pertaining to clients on the relevant local database on a daily basis
- Maintain good interpersonal relationships with consumers, medical and para-medical staff, visitors and other network staff.
- Maintain and enter electronic patient diary appointments.
- Arrange the retrieval of medical records/files from medical records (WHS), wards, etc (as required)
- Track medical records on appropriate systems.
- Participate in Quality Improvement Programs Strategic Goals influencing key result areas
- Other duties as directed.

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:

- Community Team Managers
- Team Leaders
- Lead Consultant
- Evaluation and Service Improvement Co-ordinator
- Health Information Manager
- Community and HOPE Teams
- Administration staff
- Consumers
- Family/carers

External:

- Office of Chief Psychiatrist
- Department of Health and Mental Health and Drugs Division
- Key Community Stakeholders
- Non-government agencies
- Primary health providers

Selection Criteria

Essential:

- The occupant will require an appropriate level of conceptual and analytical ability in the resolution of issues and day to day problems
- Experience within a Hospital or Medical setting
- Customer relations or reception experience
- Demonstrated organisational and management skills
- An understanding of the Mental Health and Wellbeing Act 2022

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

Our Vision

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

- 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), Occupational Health and Safety (Psychological Health) Regulations 2025, 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, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022
- 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 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: _____

Our Vision

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