

POSITION DESCRIPTION

Position Title:	Administrative Support Officer
Business Unit/Department:	Community Mental Health and Wellbeing Team
Division:	Mental Health and Wellbeing Services
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement
Classification:	Grade 2 - Year 1 to Year 5 (YC89 to AK17)
Reports To:	Program Manager
Direct Reports:	N/A
Date Prepared/Updated:	13 July 2026

Position Purpose
The Administrative Team is an integral component of the community team. The Administrative Team supports the accurate filing of medical records, recording of required KPI's and data input, and general administrative tasks that contribute to the smooth functioning of the team.
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 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&W service is situated in a growth corridor characterised by continuous development, service expansion, and innovative new programs. 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. 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.

Our Vision

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Key Responsibilities
All our administrative staff are expected to understand all the required tasks with the team, thus supporting and assisting where required/ able, which includes: • 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. • Maintain the medical records department within Melton Community Health. • 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 and Team Leaders • Lead Consultant • Health Information Manager • Administration staff • Other MH&WS programs External: • Centralised Triage & Primary Health Networks • Family and Children Services • Victoria Police • Area Mental Health and Wellbeing Services • Safer Care Victoria • First Nations Health Service Providers • NDIS Registered Organisations • Community Service Sector • Primary Care Sector
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

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- Experience within a Hospital or Medical setting and 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 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
- Be aware of and comply with the Occupational Health and Safety (Psychological Health) Regulations 2025

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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