

POSITION DESCRIPTION

Position Title:	Administration Site Lead
Business Unit/Department:	Adult & Specialist Community Programs
Division:	Drug Health Services
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 2 – Level 1 to Level 5
Reports To:	Practice Manager; Community Programs Manager; Director
Direct Reports:	None
Date Prepared/Updated:	22 October 2025

Position Purpose

The Administration Site Lead is a highly skilled and versatile team member who demonstrates strong initiative and the ability to work independently, actively participates in front-of-house reception, and oversees the daily management of all administration, site facilities, and finance duties for Drug Health Services' inpatient and outpatient services across all sites. The Administration Site Lead is responsible for overseeing the efficient, safe, and confidential operation of administrative functions within Drug Health Services. This role ensures that frontline administrative services—such as reception, client coordination, record-keeping, and site logistics—are delivered to a high standard, supporting both service users and clinical staff. Lead by the Practice Manager, the Administration Site Lead will participate in, and contribute to, the ongoing refinement of systems which are used to maintain medical records, computer operations, switchboard operations, communications and all administrative duties for medical and clinical staff. This role is an integral part of the service which supports Addiction Medicine Consultants and Allied Health clinicians with administrative requirements, thereby increasing the efficiency and effectiveness in Medicare Clinics and the quality of services provided to our clients.

Business Unit Overview

Drug Health Services delivers care within the Operations Directorate and is the main provider of integrated, multidisciplinary treatment and support services to people with substance use disorders in Melbourne's west. Key features of this service include inpatient and outpatient specialist clinics, community residential withdrawal, dual diagnosis residential rehabilitation, consultation and liaison services, community adolescent and adult services, and specialist women's programs.

The service's innovative, person-centred programs include specialist support for adults, women, and children, many of whom have dual diagnoses and/or complex needs associated with trauma, family violence, poverty, and homelessness. The service is strengthened through co-location with Western Health

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metropolitan hospitals, enabling the provision of care across the continuum from acute settings through to community-based treatments and recovery support.

Drug Health Services is one of the most diverse specialist agencies in Victoria for the management of substance use, providing a range of residential and non-residential community and hospital-based alcohol and other drug treatment programs. The service caters to people across the development lifespan, with youth and adult programs, as well as specialist programs for women and for people with co-morbid AOD and mental health care needs.

As well as community AOD programs, we offer Addiction Medicine Services to the community and within the Western Health hospital in-patient network.

The service is committed to harm reduction as a guiding principle of practice, enabling clients to determine the pace and type of change they are seeking. This takes place within a robust governance environment, where treatment options are evidence-based and matched to presenting need.

Key Responsibilities

- Demonstrate a commitment to the patient 'Charter of Healthcare Rights'
- Comply with the expected standards of performance in the role as described by the relevant professional bodies/industry standards
- Ensure the site runs efficiently and adheres to Western Health's policies and procedures.
- Ensure trauma-informed and non-judgmental approaches are embedded in front-desk interactions.
- Support administration needs of Addiction Medicine services provided to the Area-based Pharmacotherapy Network
- Foster a collaborative and efficient work environment.
- Oversee the smooth day-to-day administrative running of the site, ensuring it is welcoming, professional, and consumer friendly.
- Maintain reception/front desk services, ensuring timely and confidential handling of consumer admissions, appointments, and inquiries.
- Hold accountability for own actions and seek guidance and support from the Practice Manager and appropriate employees when limited by own skills and experience
- Comply with confidentiality obligations with regard to patients, consumers and colleagues
- Comply with all Western Health policies and procedures
- Alert staff to any situation or client presentation, which could potentially escalate to a behavioural, medical, psychiatric emergency actively, attempt to de-escalate any situations of potential risk in the reception area.
- Promptly activate emergency procedures in accordance with health service emergency response procedures in the event of a medical, psychiatric or other emergency.
- Ensure a thorough knowledge of emergency codes and responses according to Western Health policy and procedure.
- Report on any faults with emergency communications equipment as appropriate, in addition to all communication and engineering issues arising with each of Drug Health Services sites.
- Coordinate logistics for meetings, trainings, or external service visits to the site.
- Serve as site point of contact during emergencies or incidents.
- Lead emergency response efforts and ensure staff are trained in relevant procedures.
- Assist with crisis or emergency responses when needed, including de-escalation procedures and communication with emergency services.
- To participate in and continuously refine administration duties which include; operating computerised appointment systems, ordering supplies, intermediate word processing skills, DMR scanning, minute taking, operating fax and photocopier, filing, mail distribution, preparation of UDS, Medicare processing and billing, and other finance duties as directed by the Practice Manager.
- Demonstrate proficiency in using IPM and Microsoft Office
- Under the direction of the Management team provide assistance (to clinical and other staff) to input, update and maintain computerised databases
- Isoft (IPM) and Digital Medical Records DMR- Scanning medical records

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- To create systems (and participate in same) that ensures that client medical records and other requirements (i.e. UDS, pathology slips, Medicare slips etc) are available for clinical staff at relevant appointment times.
- To monitor and ensure that client information in IPM databases are kept updated and accurate.
- To monitor and ensure the maintenance of client confidentiality and maintenance of comprehensive client records in accordance with Western Health policy and procedures.
- To monitor and ensure Medicare and other billing processes are completed daily
- To monitor and ensure confidentiality of information pertaining to colleagues, clients and their significant others.
- Comply with all relevant funding and services agreement requirements, including reporting of activities and statistical returns.
- To monitor and ensure mail and other communications are forwarded to relevant staff members daily.
- Ensure supplies of stock stationery are ordered and replenished according to organisational needs.
- Bring to the attention of the Practice Manager any resource or finance issues affecting the service.
- ensure a welcoming and courteous reception for clients and visitors to Drug Health Services, maintaining clear and open communication, and ensuring that a helpful service oriented demeanour is maintained
- Provide front of house reception for clinics including directing clients (phone and face to face) to appropriate clinicians, completing medical forms, undertaking communications to other medical staff and pharmacists, and undertake billing
- Ensure confidentiality of information pertaining to colleagues, clients and their significant others.
- Provide paging services when and where appropriate
- Be responsive and flexible in regards to work flow and tasks and prioritise work focusing on clients and visitors first.
- Actively seek clarification from Practice Manager when unclear about tasks or responsibilities.
- Train other administrative staff in all aspects of reception or administration or as directed
- SMS clients' details of appointments and cancellation of appointments.
- Assist in the establishment and operation of feedback mechanisms from clients of the service (e.g. through Department of Human services auspiced surveys, compliance with the Western Health patient complaints mechanism, and other mechanisms to be created)
- Consistently look for Quality improvement opportunities and work with the Practice Manager and colleagues to implement changes
- To participate in and continuously refine administration duties which include; operating computerised appointment systems, ordering supplies, intermediate word processing skills, DMR scanning, minute taking, operating fax and photocopier, filing, mail distribution, preparation of UDS, Medicare processing and billing, and other finance duties as directed by the Practice Manager.
- Monitor and ensure that client information in IPM databases and paper files are kept updated and accurate.
- Complete Medicare and other billing processes in a timely manner
- Comply with all relevant funding and services agreement requirements, including reporting of activities and statistical returns.
- Commitment to using the Intent/Impact strategies for respectful communication in order to reduce workplace stress
- Other tasks 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:

- The Practice Manager
- Other Administration/reception staff
- Drug Health Services Employees
- Western Health Staff

External:

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- The general public
- Clients of Drug Health Services
- Family and Carers of clients attending Drug Health Services
- Other Health and Welfare Professionals visiting the health service

Selection Criteria

Essential:

- Drivers Licence
- Site administrative management experience
- Highly motivated
- Demonstrated excellence in customer service
- Advanced computer literacy
- Demonstrated excellence in time management
- Demonstrated willingness to support team members
- The flexibility to work a range of days/hours to meet service administrative needs – may include some afterhours work
- Advanced interpersonal skills
- Motivated and enthusiastic with a positive attitude towards work and all colleagues
- Flexibility to attend to a variety of administrative and finance duties
- Willingness to participate and contribute to a dynamic learning environment
- Experience in medical or health services environments

Desirable:

- Experience with IPM Outpatient appointment functionality
- Previous experience in a fast-paced administrative environment
- Knowledge of issues, trends and government policies of Drug and Alcohol Services and/or the Health sector

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, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2023
- 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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