

POSITION DESCRIPTION

Position Title:	Administration Officer
Business Unit/Department:	Western Health Mental Health at Home (WHMH at Home)
Division:	Mental Health & Wellbeing Services
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement
Classification:	Grade 2 (YC89)
Reports To:	Program Manager – WHMH at Home
Direct Reports:	N/A
Date Prepared/Updated:	1 September 2025

Position Purpose

The Administration Officer is a key staff member responsible for clerical and reception duties within the Western Health Mental Health at Home program.

The Administration Officer's responsibilities primarily include, but are not limited to, reception duties; maintaining medical records; maintaining local and statewide health information systems, admissions, discharges and daily returns; tracking, processing, and coordination of Mental Health Tribunal hearings for the consumers, including the processing of all legal documentation related to the Mental Health and Wellbeing Act 2022.

The role requires delivering a professional, caring, and customer-focused service. The Administration Officer liaises with nursing, medical, allied health, and ancillary staff; hospital departments; Area Mental Health and Wellbeing Services; patients, their families and carers.

This position operates on a rotating roster, requiring the incumbent to work weekend shifts.

Business Unit Overview

Western Health Mental Health at Home (WHMH at Home) is a 24-hour, 7-day per week service offering the equivalent of 10 beds for adults over 18 years who are experiencing an acute mental health crisis and would otherwise require an inpatient admission.

The service is underpinned by the Hospital in the Home (HITH) model of care, ensuring acute mental health treatment is delivered safely and effectively within the consumer's home environment.

WHMH at Home provides acute mental healthcare and support to individuals and families in their own homes, including risk assessments, mental state examinations, medication management, psychoeducation, and recovery-focused interventions.

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Key Responsibilities
• 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) • Maintain consumers medical records according to according to Western Health procedures and policies and Australian standards • Collect, prepare, scan, maintain quality and integrity of medical record documents and Health Information • 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 • 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 • Maintain good interpersonal relationships with all internal or external staff, along with patients, their families and carers. • Contribute to supporting other members of the team including but not limited to the WHMH at home staff • Maintain the confidentiality and security of all health information and report any potential breaches to the Program Manager or Health Information Manager • Attend staff meetings as required, including taking minutes of meetings as directed. • Assist with orientation of new clinical staff to administrative responsibilities and procedures supporting clinical processes and reporting requirements • Other duties as directed by the Program Manager • Display enthusiasm for learning and an initiative to further develop skills • Undertake professional development activities offered by the Mental Health and Wellbeing Service • Ordering and restocking supplies as required 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: • Consumers, carers and support networks • Mental Health and Wellbeing Service Division • Western Health staff External: • Area Mental Health Services • Department of Health
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 time management skills • An ability to accept work directives from Program 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

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- Commitment to the Western Health Values.

Desirable:

- VCE or equivalent preferred
- An understanding of the Mental Health and Wellbeing 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 state wide 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, 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

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

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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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