

# Administration Officer

## Success Profile

As at 7/08/2025

<p><b>You will make a difference by</b></p>	<ul style="list-style-type: none"> <li>• Provide responsive administration services to clients seeking service including answering incoming telephone calls, replying to emails, registering referrals, and confirming eligibility based on demographic data.</li> <li>• Providing information to individuals and external services about what the Melton Local offers</li> <li>• Assisting with service navigation to internal Melton Local services and programs and to external community services</li> <li>• Effective management and coordination of appointments including scheduling, cancellation, and re-scheduling.</li> <li>• Accurate record keeping and documentation of client information and interactions including client records/profiles created for people upon entry to the service.</li> <li>• General administration duties to support the everyday running of the Melton Local including meeting minutes, petty cash, record keeping, and other administrative duties as determined by the Service Operations Manager and Clinical Manager</li> <li>• Providing a positive and effective first point of contact where relationships are supported via clear communication that will result in an enhanced client experience.</li> <li>• Maintain client confidentiality regarding personal information, appointments, and client interactions.</li> <li>• Escalate any people presenting with risk or distress when first contacting the Local to wellbeing coordinators, Clinical Manager or other senior leaders.</li> <li>• Contribute to a positive and supportive team culture and</li> <li>• Ensure and the Clinical Manager and Service Operations Manager are aware of any issues which may impact on service delivery or the team.</li> <li>• Follow all policies and procedures as required by Mind Australia and IPC Health in the operational delivery of the Melton Local</li> </ul>
<p><b>To succeed, you will need</b></p>	<ul style="list-style-type: none"> <li>• Previous experience in customer service within the medical, community, dental and/or health environment.</li> <li>• Demonstrated ability to work under pressure in a high-pressure environment.</li> <li>• Demonstrated ability to work cohesively within a team environment and ability to work autonomously.</li> <li>• Demonstrated high level interpersonal and communication skills, both written and verbal.</li> <li>• Demonstrated high level experience in administration and computer skills.</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrated strong complaint resolution skills and experience in dealing with challenging behaviours.</li> <li>• Demonstrated strong understanding of confidentiality and ability to work within the Privacy principles.</li> <li>• Current Victorian Drivers licence.</li> <li>• Willingness to work on site at the Melton Local to align with the in-person model and expectations adhered to by the wider team</li> </ul>
<b>You will improve and promote One Team IPC Health by</b>	<ul style="list-style-type: none"> <li>• Acting with purpose, measuring our results, and celebrating achievements (<i>We make a difference</i>)</li> <li>• Going above and beyond, demonstrating understanding and respect for our communities and each other (<i>We are passionate</i>)</li> <li>• Learning, experimenting and innovating (<i>We are creative</i>)</li> </ul>
<b>We will contribute to your success by</b>	<ul style="list-style-type: none"> <li>• Providing opportunities for you to share what is important to you, your wellbeing, and what you need.</li> <li>• Aligning the contribution you make to IPC Health's strategy.</li> <li>• Guiding you in what to do, when and how to do it.</li> <li>• Developing your skills with regular feedback and exploring career opportunities.</li> <li>• Ensuring you feel fulfilled at the end of each workday.</li> <li>• Being committed to maintaining a barrier-free environment for all and welcoming individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTI communities.</li> </ul>
<b>Key Deliverables and Measures</b>	<ul style="list-style-type: none"> <li>• Record and achieve reportable hours</li> <li>• Make positive contributions to the overall functionality of the team.</li> <li>• Identify and report incidents, hazards, risks or building maintenance issues as they occur.</li> <li>• Participate in continuous improvement initiatives and training as required.</li> <li>• Develop and maintain harmonious, effective relationships with all staff, professional groups and external community and key stakeholders.</li> <li>• Promote the values and principles of IPC Health, we are passionate, we make a difference, we are creative</li> </ul>
<b>Team</b>	<ul style="list-style-type: none"> <li>• Melton Mental Health and Wellbeing Local</li> </ul>
<b>Reports to</b>	<ul style="list-style-type: none"> <li>• Clinical Manager Melton Local</li> <li>• Service Operations Manager of the Melton Local</li> </ul>

### Key relationships

- Manager of Mental Health and Wellbeing IPC Health
- Melton Local Lead and Consortium partners.
- General Manager Operations & Clinical Care IPC Health
- Broader Melton Local Team
- External stakeholders including people seeking service, referrers and local services

### Our Purpose

Improve quality of life for the people and communities we serve by maximising access to health and wellbeing services.

### Our Values

#### We are passionate

We go above and beyond, demonstrating understanding and respect for our communities and each other.



#### We make a difference

We act with purpose, measure our results and celebrate achievements.



#### We are creative

We learn, experiment and innovate.

