



## Employee Position Description

Position Details		
<b>Position Title:</b> Program Support Officer - headspace	<b>Department:</b> Youth, Family and Carer Wellbeing - headspace	<b>Agreement:</b> Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022- 2026
<b>Reports To:</b> Manager, headspace South Melbourne	<b>Location:</b> headspace South Melbourne May be required to work across other AccessHC sites	
<b>Direct Reports:</b> NIL	<b>Employment Status</b> Max Term Part time 0.6 EFT Contract (12 Months) August 2027	<b>Classification:</b> Grade 3
Position Primary Purpose		
<p><b>Organisation Background:</b> AccessHC is a community health service operating predominantly in the Cities of Boroondara, Manningham, Yarra Ranges and Port Philip offering a range of medical, health and community services. AccessHC is a not-for-profit organisation with caring at its centre. Employing over 600 staff, our mission is to build healthier lives together with our communities and deliver excellent health services for all. A high priority is placed on improving the quality of our clients' lives, through health education, health promotion and the delivery of integrated services. AccessHC is the lead agency for three headspace Centres, located at Hawthorn, Malvern and South Melbourne.</p> <p><b>headspace</b> is Australia's National Youth Mental Health Foundation, providing early intervention services to young people aged 12–25 years. headspace supports young people experiencing mental health concerns and provides support across mental health, physical health, alcohol and other drugs, and work and study domains</p> <p><b>The Program Support Officer</b> will provide operational, contract management and administrative support across the various programs at headspace South Melbourne, including; Clinical Teams, Community Engagement, Reception and GP Clinic.</p> <p>The role will work closely with the headspace Manager to streamline processes, operationalise programs, update materials and prepare SEMPHN reports and for Centre accreditation with the upkeep of data, forms, policies and procedures as required. The role will support the Manager with reporting requirements of funding agencies and ensuring contract deliverables are met in a timely manner.</p> <p>This role may involve some after-hours and off-site work.</p>		

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

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Decision Making Authority		Key Relationships	
<p><b>Decisions made independent of Manager</b> As per the AccessHC delegation framework</p>		<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• headspace Manager</li> <li>• headspace staff</li> <li>• Other staff across the Youth, Family and Carer Wellbeing Portfolio at AccessHC and wider org</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• Community agencies and other health Care providers</li> <li>• Consortium partners and in-kind service providers</li> <li>• headspace National</li> <li>• SEMPHN</li> </ul>	
Key Accountabilities			
Focus Areas		Responsibilities	
<b>Reporting and Contract Management</b>		<ul style="list-style-type: none"> <li>• Support headspace in maintaining strong, collaborative relationships with partner agencies and funding bodies</li> <li>• Act as a liaison and maintain close relationships with SEMPHN, headspace National and Consortium partners</li> <li>• Monitor and ensure accurate hAPI data collection by young people and staff members and actively engage in quality improvement activities to support KPI adherence</li> <li>• Disseminate data reports to staff, Managers and funding agencies</li> <li>• Prepare program reports</li> </ul>	
<b>Program Implementation, Development &amp; Evaluation</b>		<ul style="list-style-type: none"> <li>• Work with the leadership team to develop processes and systems to support program delivery</li> <li>• Support the headspace programs to meet required targets, KPIs and quality processes and in a timely manner</li> <li>• Assist clinicians to develop, establish and organise group programs</li> <li>• Assist with establishing and coordinating consumer participation and consultation to contribute to the co-design, implementation and evaluation of the headspace service</li> <li>• Assist with needs analysis to ensure the programs are locally responsive and flexible to the community needs</li> <li>• Disseminate promotional materials, information and other documents to key stakeholders to support the implementation of the programs and establish smooth referral pathways into the service</li> </ul>	

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Key Accountabilities	
Focus Areas	Responsibilities
	<ul style="list-style-type: none"> <li>Assist with evaluation of the headspace program in line with AccessHC and funding body requirements</li> <li>Support the Manager and Senior Clinicians to prepare for accreditation and quality improvement projects, including hMIF and the National Standards for Mental Health Services accreditation</li> </ul>
<b>Administrative and Program Support</b>	<ul style="list-style-type: none"> <li>Provide administrative support to the service and consortium partners, including preparation of minutes and agendas for meetings</li> <li>Assist the Community Engagement Worker with social media posting, community events, groups and YAG membership</li> <li>Supporting setting up and onboarding of new staff with various platforms and systems</li> <li>Where required, operate phone lines, provide information and activities and services offered at headspace South Melbourne</li> <li>Order stationery, supplies and clinical resources to support program delivery</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>Maintain appropriate files, records and statistics to facilitate good clinical management and accountability</li> <li>Other relevant duties as negotiated with management</li> </ul>
<b>AccessHC Values</b>	<ul style="list-style-type: none"> <li>Through actions and behaviour, demonstrate AccessHC Values of; <b><i>Equity, Collaboration, Respect, Innovation and Quality.</i></b></li> </ul>
<b>Governance and Compliance</b>	<ul style="list-style-type: none"> <li>Act in accordance with AccessHC's policies, procedures and code of conduct.</li> <li>Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position.</li> <li>Participate in mandatory training requirements to support the delivery of a safe and effective service.</li> <li>Participate in team meetings and contribute feedback to proposed policies and quality of service delivered</li> <li>Participate in regular operational supervision</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>Act in accordance with health and safety policies and procedures at all times.</li> <li>All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.</li> </ul>

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Selection Criteria	
<p><b>Mandatory selection criteria items</b></p> <ul style="list-style-type: none"> <li>• Police Check</li> <li>• International Police Check (<i>if lived/work overseas in past 10 yrs</i>)</li> <li>• Working With Children Check</li> </ul> <p><b>Key selection criteria items</b></p> <ul style="list-style-type: none"> <li>• Relevant qualifications and/or demonstrated experience in administration or program support roles</li> <li>• Effective time management and prioritisation skills</li> <li>• Proficiency in Microsoft Office and relevant software applications, use of social media and online platforms (such as Survey Monkey)</li> <li>• Experience working in a community health or youth mental health service (desirable)</li> <li>• Experience using TrakCare, Medical Director, Pracsoft or other electronic health records (desirable)</li> </ul>	<p><b>Attributes we value</b></p> <ul style="list-style-type: none"> <li>• Strong communication and interpersonal skills</li> <li>• Strong analytical and problem-solving skills</li> <li>• Demonstrated ability to relate to people from a diverse range of social, cultural and ethnic backgrounds, including LGBTIQ+ and First Nations people</li> <li>• Commitment to continuous quality improvement and health promotion principles</li> <li>• Demonstrated ability to work independently and in a team environment</li> <li>• Demonstrated behaviours consistent with AccessHC values</li> </ul>
<p>Access Health and Community is an equal opportunity employer committed to providing an inclusive working environment that embraces and values all people, regardless of cultural background, age, gender identity, sexuality or lived and living experience.</p> <p>We strongly encourage applications from Aboriginal and Torres Strait Islander peoples, people from culturally diverse backgrounds, people with disability, people of all genders and sexualities, and people with lived and living experience.</p> <p>We recognise the strength, resilience and ongoing contributions of First Nations peoples and are committed to advancing reconciliation through our employment, service delivery and organisational practices</p> <p>All compliance requirements will be assessed on a case-by-case basis, and a criminal history does not automatically exclude an applicant from employment. All applications will be treated confidentially.</p>	

Authorisations	
<p><b>Employee Name:</b></p> <p><b>Signature:</b> _____</p> <p><b>Date:</b> / /</p>	<p><b>Manager Name:</b></p> <p><b>Signature:</b> _____</p> <p><b>Date:</b> / /</p>

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