

POSITION DESCRIPTION

Reception and Administration Support Officer

Supporting Everyone to be healthy and live well

PURPOSE OF THE ROLE

As part of a multidisciplinary team, the Reception and Administrative Support Officer at the Greater Bendigo Loddon Campaspe Mental Health and Wellbeing Local (the Local); ensures smooth service access and provides high-quality administrative support to staff. The role requires flexibility, initiative, and strong problem-solving skills, working collaboratively with clinical and lived experience staff to enhance service delivery and consumer experience in a culturally safe, warm, and welcoming environment.

The position requires a broad range of skills and the ability to be flexible and adapt to varying situations and will be required to work as a team member with both Peer Workers and Clinical Staff and show initiative and highly developed problem-solving skills.

Position Details	
Position Title:	Reception and Administrative Support Officer
Department	GBLC – Greater Bendigo Loddon Campaspe Mental Health & Wellbeing Local
Reports to:	GBLC – Operations Manager
Positions Reporting to this role:	NIL
FTE:	0.4
Budget:	As per contract with MIND Australia
Enterprise Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single interest employers) Enterprise Agreement 2021-2025
Position Classification:	Grade 1 (HS1)
Position Description last reviewed:	23/02/2026

Key Accountabilities
Meeting and greeting consumers accessing and enquiring about services and ensure all incoming phone calls are attended to in a prompt and courteous manner.
Registration of patients and entry of client data on relevant program data systems Proven high level of organisational and time management skills in performing multiple tasks and setting priorities.
Support administrative functions including scheduling of meetings, setting agendas, and scribing of meeting minutes.
Ordering supplies on Procurement system.
A high standard of clerical practices and technological expertise including data entry and

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Reception and Administration Support Officer

the key components of Microsoft Word, Excel, Outlook and Internet Explorer;
Oversees administrative processes and develops standard operating procedures for administration tasks
Reception duties including answering phones, booking and confirming appointments, meet and greet people interacting with the Local and provide exceptional customer service.
Ensure all incoming phone calls are attended to in a prompt and courteous manner.
Provide front-line information and support to people accessing the Local, ensuring all enquiries are managed confidentially, respectfully and sensitively.
Support daily operations of the Local, including room setup and pack-down, maintaining clean, safe and well-organised spaces.
Deliver high-quality administrative support, including data entry, client record creation, reporting, correspondence and maintaining secure office and database systems.
Coordinate administrative functions for meetings and events, including scheduling, agendas, minutes, catering, mail management and stakeholder communications.
Oversee general office administration, including IT support, supplies, facilities, equipment, payroll and records management, and complete other duties as required by senior staff.

Organisational Responsibilities


Positively promote ERH within and externally to the organisation
Comply with the ERH and Victorian Public Sector Code (VPS) of Conduct
Each employee has a responsibility to comply and promote practices with all ERH policies and procedures and familiarise themselves with those relevant to their position
Comply with relevant registration bodies mandatory continuing professional development requirements
Carry out all work and interactions in alignment with the CARE values
Each employee has a responsibility to comply with and promote relevant legislation and professional standards in relation to safety, quality and risk relevant to their position
Each employee has a responsibility to comply with and promote compliance with the National Safety & Quality Health Service Standards and other industry standards and relevant regulatory requirements

CARE Values

All staff are expected to behave in a way that is in alignment with our corporate values:	
 Collaboration	Works with a team focus Cooperates with others and gains input and support to assist in achieving objectives We work with others to achieve shared goals
 Accountability	Monitors the impact of one's own behaviour on others Supports a "no-blame" culture in reporting incidents and helping to effectively resolve them
 Respect	Treats people fairly and openly Treats people with dignity Demonstrates personal standards of consistency, tolerance and patience

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Excellence 	Consistently supports and follows organisational policies and procedures Actively participates in identifying opportunities to improve what we do
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Key Relationships	
Internal	External
Consortia partners: Echuca Regional Health, MIND, Salvation Army, Thorn Harbour, Bendigo Health, BDAC	Community Organisations, Medical services, Retails

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Selection Criteria

Essential:

Qualifications:

Tertiary Qualifications (minimum Certificate iv) in Business Administration or other related field and/or equivalent administration experience in a related industry.

Evidence of a high standard of clerical / reception skills including a positive customer service approach

Efficient and timely general office management practices

Effective and efficient use of relevant technologies, including the key components of Microsoft Office, Microsoft Word, Excel, Outlook, Internet Explorer and appropriate health management systems;

Demonstrated ability to work both as part of a team and autonomously

Ability to display self-motivation, resilience, initiative, creativity, influence, autonomy, empathy and diplomacy.

Hold a current driver's license

Satisfactory evidence of; National police check, Working with Children's and Vaccination status in line with policy and procedure at this time.

Desirable:

Able and willing to work in line with Locals opening hours

Ability to supervise students/Trainees in the Administration area and support other staff at the Local

TERMS & CONDITIONS OF EMPLOYMENT:

Terms and conditions are in accordance with the Letter of Offer and Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: _____ Date: / /

Print Name: _____

cc: Employee File