

POSITION DESCRIPTION

Position Title – Administration Officer, Clinical Services

Position Purpose

To actively support clinical teams and the practice as a whole.

Division:	QLD	Reports to	Clinic lead
Internal Relationships:	Clinical Teams	External Relationships	Clients, colleagues and other stakeholders
Delegation of Authority	As per your role	Category	Admin
Employment Contract	Flexible options, part time, casual	Award	relevant Awards

Organisation

LWWHC's Mission	LWWHC's mission is to assist people in need to better manage their worries in a culturally appropriate way through counselling at all levels and allied health collaboration model so that they increase the ability of resilience and maintain physical and psychological health wherever they live.
LWWHC Intro	<p>LWWHC is a growing clinic with utmost integrity in all interactions, customer-centric, collaborative focus. Our vision is to build a better and stronger mental health resilient community by effectively supporting people with mental health issues and practically training mental health clinicians. The success of our model has been recognised within the mental health and allied health community, with us winning multiple awards including the Queensland Mental Health Awards, Australian Association of Social Workers National Excellence Awards for our support to the community and our clients.</p> <p>Our work environment includes:</p> <ul style="list-style-type: none"> Modern A grade office setting On site free parking Complimentary drinks and kitchen usage 24/7 office access On site Cafe and Gym nearby GP clinics and shopping centres Close to public transport Work-from-home options Career growth opportunities On-the-job training Flexible working hours Safe work environment Supportive workplace culture

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<p>Your benefits of Working at LWWHC</p>	<ul style="list-style-type: none"> • Successful and growing private practice • industry awards remuneration packages • Supportive team with like-minded clinicians • Pleasant and professional working environment • Advanced IT system that enables the flexibility of your clinical work • Autonomy to develop self-interests • Full administration and clinical support • FREE/paid monthly internal individual or group supervision as per your agreements • Structured Career Progression Pathway to achieve your full potential
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Key Function	Key Accountabilities, Responsibilities & Deliverables
<p>Service Provision</p>	<ul style="list-style-type: none"> • Professionally undertake reception duties, including answering telephone and welcoming visitors. • Respond appropriately to clients who are anxious and vulnerable; seek assistance as required to respond to complex issues or behaviour. • Provide general administrative support including producing, photocopying and filing of correspondence and documentation as requested. • Develop and maintain administration systems and procedures to ensure accountability in line with organisational policies and procedures. Identify opportunities to improve the efficiency and effectiveness of existing systems and procedures and implement changes in consultation with relevant stakeholders. • Support the clinical team with client appointments, room bookings and support and maintenance of databases. Provide support with credit card payments, invoicing and reconciliation. • Ensure data is entered accurately and in a timely manner into relevant information and reporting systems in accordance with organisational and funding requirements. • Maintain accurate and up to date registers of a variety of organisational, consumer and stakeholder information as delegated by the Clinic Lead. • Ensure that paper and electronic files and records are maintained in accordance with organisational and legislative requirements. Support development and maintenance of service information on the website, social media and in publications and other tasks when required. • Connect with potential clients and relevant professional networks to promote services of LWWHC. • Complete conference and travel bookings including flights and accommodation in accordance with organisational policies and procedures. • Undertake other administrative duties as required in accordance with program and organisational guidelines. • Assist with the basic HR process, from initial connecting to collecting relevant

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	<p>documents from successful employees, associates and volunteers and other tasks when required.</p> <ul style="list-style-type: none"> • Assist with the basic marketing campaigns, including but not limited to, LWWHC newsletter, social posts and Efax. • Assist in maintaining the effective operation of the office including reporting hazards, incidents and/or faulty equipment/services and ensuring the amenities are clean and appropriately stocked. • Assist with the orientation and induction of new employees or sub-contractors including maintaining key/item register, setting up security access, stationery supplies etc. • Contribute to developing a culturally safe workplace • Participate in organisation-wide, site based and team meetings, collaborative planning activities and other meetings or activities relevant to position • Contribute to the continuous improvement of systems and processes ensuring services meet professional and industry standards • Work Health and Safety responsibilities as identified in organisational policies and procedures • Equity and diversity responsibilities as identified in organisational policies and procedures
<p>People Leadership</p>	<ul style="list-style-type: none"> • Contribute to maintaining an effective team. • Actively support the clinical and professional development of peers. • Attend and participate in meetings, reviews and committees as required whilst seeking guidance and feedback from others for work performed.
<p>Workplace Health & Safety</p>	<ul style="list-style-type: none"> • Responsible for ensuring that LWWHC complies with its legal requirements and strives for bestpractice in the provision of a safe workplace for all. • Work within the policies and procedures of the organisation particularly those promoting a safe working environment (including WH&S procedures),

SELECTION CRITERIA Administration Officer, Clinical Services	
Qualifications & Knowledge/Experience	<ul style="list-style-type: none"> • Qualifications in administration or a combination of relevant training and experience deemed to be appropriate • Being able to communicate in Chinese is preferred
Behavioural Competencies	<ul style="list-style-type: none"> • Proficient in the use of MS Office applications • Demonstrate the ability to be flexible, a willingness to learn, attention to detail and maintain confidentiality • Strong organisational skills including the ability to prioritise work, manage multiple tasks and competing priorities and meet deadlines • Strong interpersonal skills including the ability to work respectfully with those with mental health difficulties • Demonstrated the ability to take initiative and work independently when required but also to work cooperatively with others as part of a team • Demonstrated good verbal and written communication skills, with strong customer service skills and an ability to effectively engage with a wide diversity of people • Demonstrated good knowledge of operating and marketing on the internet and social media

Authorisation:

This Position Description has been reviewed and approved by the Director 2025