

# Position Description

<b>Position Title:</b>	Mental Health Administration Support Officer
<b>Reports to:</b>	Divisional Operations Director Mental Health & Wellbeing Division / DOD
<b>Department:</b>	Mental Health Administration
<b>Directorate:</b>	Community Care & Mental Health & Chief Allied Health Officer
<b>Cost centre:</b>	H8502
<b>Code &amp; classification:</b>	Management & Administration Officers Grade 2 (YC89)
<b>Employment conditions:</b>	Victorian Public Mental Health Services Enterprise Agreement 2020 – 2024 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

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**GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.**

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

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## POSITION SUMMARY

The Mental Health Administration Support Officer is responsible for providing a comprehensive range of administrative support directly to the Director of Nursing and Operations (DONO) and Divisional Clinical Director (DCD) of Mental Health. The Mental Health Support Officer accepts responsibility for providing a wide range of administrative functions essential to the efficient and effective running of the GV Health Area Mental Health and Wellbeing Service.

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## RESPONSIBILITIES AND DUTIES

**The following duties are inclusive of but not limited to**

- Provide administrative support and guidance to Director of Nursing and Operations & Divisional Clinical Director.
- Under direction of DCD, coordinate administrative tasks for medical students (including liaising with teaching hospitals and universities), junior medical staff (interns and residents) and senior medical staff (including locum medical specialists).
- Assist in the coordination of recruitment and orientation of medical staff and staff recruited by DONO, in liaison with the Medical Workforce Department, and People & Culture.
- Co-ordinate, process and distribute medical staff rosters in a timely and effective manner.
- Liaise with consumers, carers and staff both internal and external in professional manner at all times with strict adherence to the organisation's confidentiality policy.
- Prepare allocated meeting / committee / working party agenda, coordinate the distribution of agenda packs to meeting attendees attend required meetings and take minutes.
- Ensure timely and effective co-ordination, processing and despatching of medial legal reports, court subpoenas, Police and Court requests and FOI requests.

- Process all invoices/receipts and payments for GVAMHWS programs working in conjunction with GV Health Finance Department, to ensure invoices are completed and processed in timely manner.
- Code and process petty cash reimbursement for Lower Hume Campus and arrange delivery.
- Collation and distribution of correspondence between the Operations and Clinical Directors to other Program / Department Managers as required.
- Liaise with Mental Health staff as required to support communications from the DONO and DCD.
- Liaise with GVAMHWS partner service providers in relation to invoices and funding agreements.
- Liaise with suppliers for routine purchases and delivery of stationary, office equipment including IT equipment and health service supplies through GV Health processes.
- Management of confidential documents within the department as per organisational and legislated procedures.
- Manage Optima roster changes for the DONO, DCD and (when required) other senior GVAMHWS leadership.
- Processing of GVAMHWS senior leadership staff conference, education and training leave including (where required) organising of registration payments, accommodation and travel bookings.
- Maintaining GVAMHWS senior leadership staff training / conference records and updating electronic records regarding PDR and education completion when required. Provide reports on request for DCD and DONO.
- Assist with the facility management of the Community / Administration building including liaison with domestic staff for ordering of supplies, Engineering Department for BEIMS requests and liaison with the IT Department for the rollout of new computers.
- Liaise with the IT Department for processing of software and hardware requisitions, system maintenance within the Community Building.

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## **KEY SELECTION CRITERIA**

### **Essential:**

- Knowledge of Client Management Information (CMI), Cold Fusion and VITAL.
- Excellent computer skills and IT navigation including technical proficiency with MS Office Suite (Word, Excel, Outlook, PowerPoint), databases, rostering systems and other office software.
- High level communication skills with ability to communicate (in both oral and written format) succinctly, clearly and professionally
- Excellent interpersonal skills and ability to manage front end communications.
- Experience working in a consumer-facing administrative role.
- Ability to work effectively with colleagues and support team goals.
- Demonstrated ability to prioritise tasks, work unsupervised, manage workloads, meet deadlines and handle multiple projects / tasks.

### **Desirable:**

- Certificate 3 in Business and Health Service Assistance or proved administration and customer focused experience.

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## KEY PERFORMANCE INDICATORS

**Your performance will be measured through your successful:**

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;

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## AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
- Maintain a safe working environment for yourself, your colleagues and members of the public;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

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**ACCEPTANCE:**

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

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Community Care and Mental Health	Mental Health Administration Support Officer
<b>Reviewed by:</b>	Divisional Operations Director Mental Health & Wellbeing Division / DOD
<b>Issue Date:</b>	January 2026

## ABOUT US

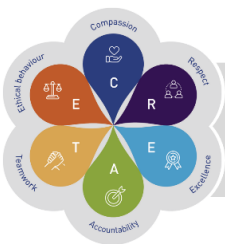
Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

## OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

## OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



COMPASSION  
RESPECT

EXCELLENCE  
ACCOUNTABILITY

TEAMWORK  
ETHICAL BEHAVIOUR

GV Health Vision and Values: [Values and Vision - GV Health](#)

## OUR STRATEGIC PLAN

**The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:**

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

## FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)