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## CLINICAL ADMINISTRATION AND OPERATIONS OFFICER

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NOVEMBER 2023

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### POSITION SUMMARY

Location:	Brisbane		
Functional area:	Orygen Digital		
Classification/ Salary:	\$75,000 - \$85,000 commensurate with skills and experience + 11% super + access to \$15,900 NFP salary packaging		
Job level:	Level 2		
Reports to:	Head of Clinical Services		
Employment type:	Full time		
Employment length:	Contract until 31 <sup>st</sup> of March 2024		
Direct reports	0	Indirect reports	0

### POSITION PURPOSE STATEMENT

The Clinical Administration and Operations Officer will provide support across the MOST Clinical and Moderation team made up of clinicians, peer workers and career consultants on the MOST platform. The role will support the smooth running of the clinical services and operations across Australia Nationally including QLD, ACT and NSW.

The Clinical Administration and Operations Officer will be the principal contact point for coordinating meetings and liaising with external and internal stakeholders and supporting the senior team with setting up orientation, training, and recruitment processes (within Orygen Digital MOST) and managing the roster for the Clinical and Moderation team as well as the contracts for staff. They will also have a role in improving operational processes and assisting with project management.

#### About Orygen Digital

Orygen Digital, the digital mental health division of Orygen, develops, evaluates, and disseminates engaging and evidence-based interventions, such as MOST, that integrate with current national and international service delivery models for young people and their families.

## POSITION FOCUS

	Key responsibility area	Percentage
1	Administrative Support	70%
2	Office Management	15%
3	Stakeholder Support	10%
4	Diary Management	5%

## POSITION KEY RESPONSIBILITY AREAS

### 1. Administrative support

- Managing the manual administration required on the MOST platform around engagement protocol messaging, monitoring ageing out on the under 15s platform and transferring young people between platforms.
- Preparing monthly newsletter within the MOST team.
- Supporting documentation clean up or updating for the MOST team on SharePoint.
- Prepare workforce data and internal and external reports.
- Manage incoming emails and correspondence for the clinical team inbox proactively determining significance and managing distribution.
- Project management of implementing online induction and orientation on LMS
- Assist with project and service development work to improve current processes and operational improvements including quality assurance.
- Assist with two major projects involving the clinical team that are likely to extend over the next two years: (1) implementation of the clinical digital interface project and (2) Digital Mental Health Standards accreditation and ongoing compliance.
- Leading the workflow of recruitment, orientation and training of new staff including organising their equipment, access to shared drives and induction schedule
- Attend and proactively minute meetings and prepare action lists for various senior internal and external meetings.
- Prepare and distribute meeting agendas and papers for the senior team, National Clinical Services Manager and Head of Clinical Services
- Prepare and format forms, reports, and documents for internal and external use often within short time frames.
- Support preparation of PowerPoint presentations by the Head of Clinical Services, National Clinical Services Manager, and senior staff
- Manage confidential and sensitive documentation with appropriate discretion.
- Manage the roster with the National Clinical Services Manager including roster change requests and coordinating a suitable roster for the national team with on call, weekend, public holiday and evening coverage.
- Support for the implementation team with inviting external clinicians to the MOST platforms, deactivating accounts when required, maintaining the stakeholder lists and reference groups meetings and minute taking.
- Administration or operations support for the QLD project manager.
- Other supportive functions as identified by or in consultation with the Head of Clinical Services, National Clinical Services Manager, Senior Clinicians, National Career Team Leader or Peer Work Coordinator.
- Support the staffing activities under the guidance of the National Clinical Services Manager including liaising with Orygen People and Culture to facilitate administration for contract renewals, new positions, managing variations, consultancy contracts, assisting with recruiting, on-boarding and exiting staff.

### 2. Office Management

<ul style="list-style-type: none"> <li>• Act as the key Orygen Digital team member; listed on QLD WeWork communications, and lead for WeWork interactions.</li> <li>• Managing keys, cards, and team entry/exits at WeWork.</li> <li>• Room bookings and managing guest entry/exits at WeWork.</li> <li>• Invoicing/reminders and review of photo coping/room booking credits for accuracy.</li> <li>• QLD collateral: review numbers, create and post packs to external services when facilitators need support with this.</li> <li>• Internal and external event bookings, support to guests, collateral packs, catering, bump in and out and representing Orygen Digital as required.</li> <li>• General management of physical QLD office; tidy, IT, plants and cleaning, stationery and post purchasing, sending/retrieving post from WeWork.</li> <li>• Review and update of QLD Office information pack.</li> <li>• Other state-based office duties as required.</li> <li>• Support the Orygen WHS team with practical WHS activities; setting up IT/prescribed furnishing for staff in QLD.</li> <li>• Ensuring the QLD office remains physically safe place to work.</li> <li>• Communication back to Orygen WHS and Head of Strategy and Operations should there be any physical office issues in QLD.</li> </ul> <p><b>3. Stakeholder Support</b></p> <ul style="list-style-type: none"> <li>• Act as the principal contact point for the external stakeholders for the clinical and moderation team</li> <li>• Manage the enquiries and concerns of external services as well as families/ carers and young people and screen and prioritise for the Clinical and Moderation team to respond when appropriate.</li> </ul> <p><b>4. Diary Management</b></p> <ul style="list-style-type: none"> <li>• Coordinate diary meetings for the national Clinical &amp; Moderation on MOST team for key meetings briefing them on invitations and requests and providing scheduling advice.</li> <li>• Respond to all invitations and diarise accordingly.</li> <li>• Coordinate all travel, accommodation, and itineraries for the clinical &amp; moderation team.</li> <li>• Organise planning days and team movement on and off site including booking venues and organising catering.</li> </ul> <p><b>5. Other</b></p> <ul style="list-style-type: none"> <li>• Comply with and support others to comply with Orygen’s policies and procedures, including taking appropriate action to hold others accountable and promote a workplace culture that is safe, diverse and inclusive.</li> </ul>
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## EDUCATION / QUALIFICATIONS

Essential	<ul style="list-style-type: none"> <li>• Tertiary qualifications in a relevant discipline such as business administration, project management, operations or other relevant field.</li> </ul>
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## EXPERIENCE / SKILLS

Experience / skills	<ul style="list-style-type: none"> <li>• Previous experience in operational administration and support in a dynamic team context and/or extensive experience in a similar role either supporting a clinical manager or senior team.</li> <li>• Exceptional organisation skills with a passion for planning, organising and prioritising administrative tasks and systems, including managing competing tasks rapidly and ensuring deadlines are met under pressure.</li> <li>• Excellent interpersonal skills with the ability to establish friendly and professional rapport with a wide range of stakeholders including Board</li> </ul>
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	<p>members, senior levels of Government, partner organisations, members of the public and clients and families.</p> <ul style="list-style-type: none"> <li>• Knowledge of and the ability to efficiently use ICT and organisation systems.</li> <li>• Proficiency in Microsoft Office including Outlook, Word, Excel and PowerPoint.</li> <li>• Experience in working with and/or providing support for finance and/or human resource administration.</li> <li>• Experience working in a university and/or health service environment.</li> <li>• Demonstrated understanding and relevant experience and knowledge with compliance, legal and industrial relations framework.</li> <li>• Understanding of the mental health sector and youth mental health.</li> </ul>
Personal attributes	<ul style="list-style-type: none"> <li>• Demonstrate initiative, collaboration and excellent communication and attention to detail.</li> <li>• Demonstrates commitment to the values of Orygen and the ability to contribute to the strategic agenda of Orygen in line with its priorities.</li> <li>• Capacity to be proactive, assertive, and work well under pressure or within tight time frames.</li> <li>• Interest in innovation and digital tools for youth mental health</li> </ul>

### KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> <li>• Head of Clinical Services Orygen Digital</li> <li>• Clinical Services Manager Orygen Digital</li> <li>• Head of Operations and Strategy Orygen Digital</li> <li>• Specialist programs and Systems Coordinator</li> <li>• Operations support officer Orygen Digital</li> </ul>
External	<ul style="list-style-type: none"> <li>• Wework Brisbane</li> </ul>

### SPECIAL REQUIREMENTS

<ul style="list-style-type: none"> <li>• Unrestricted right to live and work in Australia.</li> <li>• A current National Police Check will be required.</li> <li>• Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check.</li> <li>• Successful applicants will be required to provide proof of COVID-19 vaccination prior to commencement.</li> <li>• You may be required to work across more than one of Orygen's sites, which are currently located within the north and west of Melbourne.</li> <li>• In line with government guidelines, this position may need to be based at home during certain periods. As such a reliable internet connection will be required.</li> <li>• Occasional out of hours, evening and/or weekend work may be required.</li> </ul>
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### SAFETY, HEALTH AND WELLBEING RESPONSIBILITIES

<p>Employees are required to comply with all workplace health, safety and wellbeing policies and procedures of Orygen.</p> <p>In addition, employees are expected to:</p> <ul style="list-style-type: none"> <li>• Promote and demonstrate Orygen's high standards in relation to health, safety and wellbeing, championing a culture of safety in the workplace.</li> <li>• Take responsibility for their own safety, health and wellbeing and for their colleagues and others they work alongside, as far as they are able.</li> </ul>
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- Follow policies, training and guidelines related to Workplace health, safety and wellbeing, including reporting of unsafe work practices, incidents, hazards and near miss events.
- Be committed to promoting and protecting the safety and well-being of all children and young people and embedding safeguarding practices into all our programs and services.

### ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

Name	[insert name]
Signature	[insert signature]
Date	[insert date]