

## ***Job Description and Duty Statement***

<b>Position Title</b>	<b>Mental Health Services Administrator</b>
Organisation	Boab Health Services
Status of employment	Full Time
Hours of employment	1FTE (75 hours per fortnight)
Reports to	Mental Health Manager
Salary	\$64,070 - \$70,636
Location	Broome

### **Entitlements**

- 6 weeks Annual Leave
- Supported Professional Development Opportunities
- Ability to Salary Package
- Relocation Assistance (where applicable)

### **About Boab Health**

Boab Health Services Pty Ltd is a not-for-profit primary health care organisation servicing the Kimberley region of Western Australia. Services include allied health, mental health, the Integrated Team Care (previously the “Closing the Gap” initiative) and a range of health promotion programs. Boab Health Services delivers these services from centres in Broome and Kununurra with outreach to the wider communities in the Kimberley. For further information about the services we provide visit our website [www.boabhealth.com.au](http://www.boabhealth.com.au)

### **Position Details**

The Mental Health Services Administrator role is to provide administrative support to the Boab Mental Health Team. This position is managed by the Mental Health Services Manager.

### **Mental Health Duties – West and East Kimberley**

- Responsible for receiving and entering all incoming MH clinical referrals, within a timely manner and as per the intake and triage policy.
- Send acknowledgement letters to referrers advising of current waiting times.
- Send letters as per triage requests (no phone, uncontactable, declined, 2x DNA, closure)
- Work closely with the triage and intake officer in managing the triage list
- Record referral rates in a statistical format to help review services across locations.
- Upload and enter any other correspondence or documents, such as consent forms.
- Manages any Medicare MBS bulk billing claims and lodges electronic batches with Medicare for rebates of fee for service operations.
- Problem solves and follows up with Medicare on issues that require resolution.
- Observes and reports on received client feedback.
- Attend various meetings and take minutes where required
- Provide any further support as identified

### **Back up administration functions**

- Reception duties such as answering phones, answer queries, direct calls, and complete mail.
- Manage the reception email, distributing emails and assisting clients.
- Provide support to Allied Health and ITC teams as required and directed.
- Any other duties as requested by staff or management, where main duties, time and deadlines permit.

## Selection Criteria

### Experience/Qualifications

1. Relevant experience OR equivalent level of expertise in small office administration gained from a combination of experience, training or professional accreditation.

### Skills Abilities and Knowledge

2. Proficiency with / literacy of information and communication technology including desktop computers, word processing, spreadsheet and database software packages.
3. A high level of oral and written communication skills.
4. Demonstrated interpersonal and communication skills with a strong team orientation and customer focus.
5. Demonstrated planning and organisational skills, especially in relation to setting priorities and meeting deadlines.
6. Demonstrated ability to effectively communicate and provide administrative support.
7. Diplomacy and tact in dealing with staff and clients and ability to maintain confidentiality.
8. Able to trouble shoot common IT issues within the workplace.
9. Demonstrated ability to follow defined service quality standards, occupational health and safety policies and procedures relating to the work being undertaken in order to ensure high quality safe services and workplaces.

### Desired Criteria

1. Thinking innovatively, being flexible and contributing to a positive team dynamics.
2. Some knowledge/understanding of the health care sector, specifically the primary health care environment, including State/Federal roles in primary health care.
3. Experience in proactively managing relationships in order to achieve organisational outcomes.
4. Participation and some understanding of continuous quality improvement processes and systems eg: Quality Management System (ISO 9000) as part of a team.

## To Apply:

For further information, please contact

Josie MacCormack (Mental Health Manager)  
Boab Health Services Pty Ltd  
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Broome WA 6725  
[www.boabhealth.com.au](http://www.boabhealth.com.au)  
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(P) 08 9192 7888 (M) 0458 705 014

## TO APPLY:

Please forward a letter of application addressing the **selection criteria** and a brief **resume** including at least **two referees** to [chris.phillips@boabhealth.com.au](mailto:chris.phillips@boabhealth.com.au) Applicants should view the “**Guide for Applicants**” located on our website within “Positions Vacant” before commencing their applications.

Applications Close: **Close of business, Monday the 25<sup>th</sup> of February 2019.** We reserve the right to close off this position before the cut-off date should we have a suitable pool of applicants.

***Boab Health Services will not provide feedback to applicants who are not shortlisted.***

***Boab Health is an Equal Opportunity Employer who values and encourages diversity within its workforce and ensures a smoke free environment for its staff.***