

Community Services
headspace Bendigo

CLIENT SERVICES SUPERVISOR

Full Time 76 hours per fortnight (1.0 FTE)

Ongoing

The Position

The primary role of the Client Services Supervisor is to provide reception duties at headspace Bendigo in order to facilitate a high level of care for young people, their family and friends. The Client Services Supervisor aims to provide youth-friendly, professional and confidential administrative support to the community to ensure effective service delivery and day-to-day functioning of the service.

The Client Services Supervisor is generally the first point of contact with the public. Therefore, it is essential that they have a friendly demeanor, are courteous, highly professional and able to interact with a wide and diverse group of people. The successful applicant will have an essential role in ensuring that headspace is perceived by young people as friendly, accessible and welcoming.

The Client Services Supervisor will work proficiently and collaboratively with headspace staff in a dynamic and changing environment. The role will also provide administration support to the Senior Leader headspace Bendigo to ensure the smooth running of headspace Bendigo.

To successfully apply for this position you will need:

1. Experience in frontline reception services, preferably in a medical reception or other health organisation environment.
2. Ability to provide high level administrative support including attention to detail and time management in a high-profile organisation.
3. Excellent verbal and written communication skills.
4. Demonstrated ability to interact with a diverse range of consumers in a private, confidential and youth-friendly manner.
5. Proven ability to show initiative and exercise sound judgement.
6. Demonstrated ability to work as a member of a multidisciplinary team and the ability to work independently when required.
7. Excellent time management skills.
8. Ability to accurately record and document information and to collect and collate data within given timeframes and in keeping with legal, ethical and professional standards.
9. Knowledge and a willingness to comply with headspace privacy and confidentiality procedures, and commitment to work within the headspace and BCHS Code of Conduct framework.

10. Broad experience in using a range of software packages including client appointments, billing systems, large information databases and desktop software.
11. Intermediate to high level skills in Microsoft Office programs.
12. Ability to provide vaccination status information that meets the requirements for healthcare workers.
13. Current Working with Children Check and Drivers License.

For further information about the position contact Lindsay Rose on 5406 1400.

To view the position description please go to <https://www.bchs.com.au/careers/current-jobs>

Applications addressing the **Key Selection Criteria** should be emailed to recruitment@bchs.com.au by 4pm Thursday, 8 December.

Bendigo Community Health Services encourages applications from individuals of all backgrounds and abilities.

Applications will be acknowledged upon receipt. Applicants are requested to contact Human Resources on telephone 5406 1200 if an automatic acknowledgement has not been received.