



**Position Description**  
**INTAKE, RECEPTION AND ADMINISTRATION SUPPORT OFFICER**

**REPORTING TO:** Manager Wellbeing Services and Clinical Lead  
**EMPLOYMENT:** Part-Time  
**CONTRACT DURATION:** To June 2022

**POSITION OVERVIEW:**

The purpose of this role is to provide intake, reception, and administrative support services to both clients and the wellbeing team in providing safe, confidential, empathic, and high-quality mental health and wellbeing services, including counselling, psychology, and social work.

Intake responsibilities include brief client intakes, basic risk assessment and confidential record keeping for incoming and outgoing referrals. The aim of this function is to ensure clients have ease of entry and support in accessing mental health services through Meridian's suite of wellbeing services that includes multiple service streams with multiple eligibility criteria.

Reception and administration responsibilities include bookings and calendar management and supporting the efficient operation of a busy wellbeing team that includes a multi-disciplinary team of clinicians. More specifically, reception provides support and engages with clients who may have culturally sensitive needs. The role also supports clinicians in the safe delivery of mental health services along with support to Meridian staff in general as required.

This role involves connecting with clients with low to severe mental health presentations along with the intersections for Meridian's LGBTIQ+ clients including living with HIV; the exploration and affirmation of gender identity, gender expression and presentation; sexuality; general emotional wellbeing; the impacts of minority stress; and other support contexts such as managing substance use, LGBTIQ+ ageing and intimate partner and family violence.

**PRIMARY RESPONSIBILITIES**

- Act as the primary culturally safe contact point for current and potential clients and referrers engaging with Meridian Wellbeing Services for intake and reception.
- Daily assessment, management, and triage of incoming referrals in all forms including online booking forms and direct phone approaches.
- Engage all clients via their preferred method of contact along with a determination to follow-up clients that have difficulties accessing services.
- Reschedule client sessions to cover unplanned changes in staff availability or requests by clients.
- Manage an Excel-based client database to clearly show incoming clients, fluctuations in demand, waitlists and client flow within the multi-disciplinary team including regular updates to the Clinical Lead.
- Provide administrative support and services to the wellbeing team.
- Support the Clinical Lead with co-ordinating regular clinical review meetings as required.
- Work collaboratively with other Meridian teams, specifically internal referrals from HIV Client Services and the Sex Worker Outreach Program (SWOP).
- Provide information to clients and referrers regarding all services offered by Meridian.
- Provide regular and accurate reporting of client intakes and changes in demand, waitlist status for each stream, client presentations, and opportunities for improving service delivery.

- Reception coverage for the wellbeing therapeutic space including greeting clients as per COVID precautions, processing and receipting client payments and supporting clients with online service evaluations
- Support where required with a range of health promotion and community development activities to support the health and welfare of people living with HIV and LGBTIQ+ communities.
- Comply with the accredited quality standards of the National Standards for Mental Health Services.
- Actively support an organisational culture that is based on a peer-led framework to empower and support our communities.
- Other duties as directed, commensurate with existing skills, knowledge, and experience.

## SKILLS, KNOWLEDGE, EXPERIENCE AND KEY ATTRIBUTES

- Relevant qualifications (eg. certificate in business administration) and/or relevant reception and office administration experience.
- Commitment to supporting and working with Meridian's communities including people living with HIV, impacted by HIV and LGBTIQ+ communities, and matching their needs to Meridian's wellbeing services offering.
- Knowledge, experience, or insight into the key mental health and social issues that commonly impact Meridian's communities.
- Able to demonstrate efficient, culturally sensitive, and empathic responses to client enquiries using client engagement skills including positive rapport building, with a wide range of clients, their family-of-choice and community allies to support clients to access the service(s) of their choice.
- Ability to understand or the willingness and capacity to learn about the specific needs of clinicians including their Scope of Practice, ethical standards, and Meridian's Code of Conduct.
- Building and maintaining relationships with internal Meridian teams and external stakeholders across a diverse range of community-based services.
- Excellent verbal and written communication skills including maintaining confidential client records compliant with the relevant legislation.
- Able to provide ethical and empathic servicing of clients that are requesting services due to urgency or potential or impending risk. This includes the skills and experience of working with community members who may identify that they are at risk.
- Advanced computer literacy skills, including confidential customer relationship management (CRM) databases and experience working with Microsoft 365.
- Ability to work under general direction, independently and within professional boundaries and contribute to the success of the team.
- Able to demonstrate a high degree of judgment, initiative, confidentiality and sensitivity in the performance of work.
- Sound knowledge of office administration procedures and able to apply a working knowledge of statutory requirements relevant to the workplace.
- Understanding and commitment to the objectives and values of Meridian and the health and wellbeing needs of Meridian's communities including principles of diversity and inclusion and modelling Meridian's values.
- ACT Working with Vulnerable People Registration is essential.

## ADDITIONAL INFORMATION

A salary package will be negotiated with the successful applicant/s and will be commensurate with skills and experience. Meridian offers very attractive salary and workplace benefits including additional leave for gender affirmation and parental leave. You may also elect to salary package a portion of your salary tax-free.

This role is offered on a part-time basis.

## HOW TO APPLY

To apply please provide a copy of your current resume and submit a written application of no more than three pages responding to the Skills, Knowledge, Experience and Key Attributes of the position. Contact details of two professional referees is also required if successful in being shortlisted for the position. Please send your application to [executive@meridianact.org.au](mailto:executive@meridianact.org.au).