

## **Senior Receptionist**

Canberra Head to Health, Think Mental Health Pty Ltd  
Canberra ACT  
Administration & Office Support

**Senior Receptionist/Administration Position: Canberra Head to Health, Canberra City**

**Temporary Position for 8 months, Full Time** (possibility of ongoing for the right candidate)

Canberra Head to Health currently has a Senior Receptionist/Administration position available. We are seeking an ideal candidate to provide the full range of front-of-house reception and administrative support to our team.

Remuneration will be commensurate with the candidate's experience and skills, in accordance with the Health Professionals and Support Services Award (2010).

Canberra Head to Health is an Adult Mental Health Service, funded by the Commonwealth Department of Health since 2021 by Think Mental Health. We comprise a friendly, close-knit team that works diligently while maintaining a positive and supportive atmosphere.

### **Key Responsibilities:**

- Handling incoming/outgoing calls from relevant stakeholders, including Consumers, Allied Health Professionals, General Practitioners, Government and Community Services Organisations.
- Serving as the first point of contact, greeting clients, scheduling appointments, and accurately documenting new referral details over the phone. Managing bookings, diary maintenance, and client tasks through a database software package.
- Addressing ad-hoc requests from clinical staff.
- Ensuring the office appearance is well-maintained.
- Maintaining office stock supplies.

### **Essential Criteria:**

- Minimum 1-year previous experience working in reception/administration essential with medical/allied health reception experience desirable.
- Excellent communication skills. Ideally, prior experience working with individuals in distress or struggling with mental health issues.
- An ethical and professional approach in the workplace, including a commitment to maintaining the confidentiality of all consumers.
- Proficiency with a variety of software packages.
- Exceptional organisational and multitasking skills.
- Ability to work both independently and as part of a team-oriented environment.

Standard working hours are from 8:30am to 5:00pm, with flexibility to work varied hours when required being an advantage.

Head to Health operates Mon, Wed, Fri 8.30am – 5pm & Tues, Thurs 8.30am – 7pm

Applications close on **27<sup>th</sup> May 2024**.

**Please forward your confidential resume along with a cover letter outlining your experience in relation to the listed essential criteria to [liz@thinkmh.com.au](mailto:liz@thinkmh.com.au) (Manager, Canberra Head to Health).**

Further information on Canberra Head to Health is at our website <http://canberraheadtohealth.com.au/>