



**Recruitment  
Information Package.  
Assisting you in your application to join  
our team.**

[www.mmgpn.org.au](http://www.mmgpn.org.au) - (08) 8531 1303



*“Building healthy and resilient people and communities”*

## Vacancy Information:

- Position:** *Program Support*
- Salary:** *Remuneration will be negotiated depending on skills, experience & qualifications. Additionally, you will be offered a range of outstanding benefits including generous salary packaging options. TOIL & 5 weeks Annual Leave, all of which will significantly boost your overall package.*
- Status:** *Part time 0.8 FTE*
- Closing Date:** *Friday 3<sup>rd</sup> December 2021*

We are seeking to employ an enthusiastic & motivated Program Support Worker with a positive outlook to join our team based at headspace Victor Harbor. The successful applicant will demonstrate experience and a high standard of competence in all Microsoft Office applications.

As the first point of contact for telephone calls and enquiries at the reception area you will need to be a quick thinker and thrive on multi-tasking. A keen eye for detail and ability to work independently will also be required to succeed in the role. The position requires a mature outlook and a demonstrated capacity to maintain confidentiality.

Remuneration will be negotiated dependant on skills, experience and qualifications. Our organisation offers generous salary packaging options, 5 weeks Annual Leave & TOIL, in addition to a flexible and supportive working environment.

Job description and advice on how to apply can be obtained on our website

<https://headspace.org.au/victorharbor>

All enquiries to Suzanne by phone (08) 8531 2122 or email [suzannef@mmgpn.org.au](mailto:suzannef@mmgpn.org.au)

A copy of your resume, and application addressing the job and person specifications, should be forwarded with the names of two current referees, by close of business on **3<sup>rd</sup> December 2021** to the Manager, Suzanne Fuzzard via email [suzannef@mmgpn.org.au](mailto:suzannef@mmgpn.org.au)

*Vaccination against COVID-19 is a requirement to work at MMGPN in accordance with Public Health Orders, Work Health and Safety and duty of care obligations for staff and clients. Therefore, as part of the recruitment/interview process, MMGPN collects information related to your vaccination status to ensure we comply with all government orders and directives*

***Please be aware that only shortlisted candidates will be contacted. We are an equal opportunity employer and value each person's uniqueness. We embrace diversity and welcome applications from people of all backgrounds and communities including Aboriginal and Torres Strait Islander people, people of all ages, genders, ethnicities, religions, cultures, sexual orientations, people with lived experience and people with disabilities***



## *“Building healthy and resilient people and communities”*

This information package contains information about the Murray Mallee General Practice Network, and guidelines on submitting your application.

You will find within this information package:

- **An overview of the Murray Mallee General Practice Network**
- **Position Description & role requirements.**

### **How to apply:**

Applicants are requested to send a copy of your resume, and application addressing the job and person specifications and forwarded with the names of two current referees, by close of business on **Friday 3<sup>rd</sup> December 2021** to the Centre Manager, Suzanne Fuzzard via email [suzannef@mmgpn.org.au](mailto:suzannef@mmgpn.org.au)

### **About Us:**

Established in 1995 as the **Murray Mallee Division of General Practice**, the organisation has evolved to become the **Murray Mallee General Practice Network**, a primary care provider to the Country SA PHN, and other government and non-government funding bodies. Our current programs have been funded in response to identified needs in the community and services include:

### **Youth Mental Health:**

We are the lead agency for headspace Murray Bridge, headspace Mt Barker and headspace Victor Harbor which provides holistic early intervention services through a range of primary health care providers and consortium partners.

### **Mental Health Team**

Mental Health Clinicians provide from our Adelaide Road offices and through General Practices in outlying communities including, but not limited to Karoonda, Mannum, Taillem Bend and Meningie.

### **Demography:**

The Murray Mallee General Practice Network is based in the major population centre of the region - the Rural City of Murray Bridge. It includes an area of 23,000 square kilometres from the eastern Adelaide Hills through to the Victorian border.

The Princes Highway and rail route from Adelaide to Melbourne pass through the region. The River Murray, Coorong and Murray Mallee areas are significant environmental features.

The general practitioner workforce in the region operates from practices in seven towns, with outreach Clinics to some smaller communities. In addition, there are regular placements of students, registrars, trainees, and interns within our practices.

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The MMGPN is fully accredited under TQCSI. Our accreditation status is oversighted and maintained by our internal Quality, Risk and Safety practices, which aims to build, maintain, and support a culture of continuous quality improvement with a proactive approach to risk management and work health & safety.

Murray Mallee GP Network abides by the Ombudsman SA Information Sharing Guidelines (ISG) and ensures all our staff are appropriately trained in the ISG. For further information on the ISG, go to: <http://www.ombudsman.sa.gov.au/isg/>

## **Seeking employment with the Murray Mallee General Practice Network:**

Job seekers considering employment with the Murray Mallee General Practice Network should understand that our recruitment process is similar to that of the public sector. This may be different in some respects to the process used in the private sector. This document will help you to understand our recruitment practices.

Broadly speaking, our recruitment is based on the merit principle. Each position has selection criteria, described in the job and person specification. The selection process involves assessing an applicant's suitability for the position, based on a comparison of their relevant skills, experience and qualifications in terms of the position's requirements. The person who is best able to demonstrate the match of their knowledge, skills, and abilities with the requirements of the job, will win the job.

All applications are closely scrutinised to determine if the applicant meets the selection criteria. Failure to address the selection criteria will result in the applicant not being considered for an interview. It is essential that your application meets the specific requirements that are set out in detail in the information package provided by the Murray Mallee General Practice Network.

When advertising vacant positions, we provide information packages that set out the selection process, the type and format of information required from applicants and a copy of the current position description, along with contact details of officers within our organisation who can provide additional information.

If you are interested in applying for a position with the Murray Mallee General Practice Network, you may find the following information useful:

- 1) Do not apply for a position by just submitting a resume – in most instances it is only used to provide background information and alone will not get you an interview.
- 2) A resume may be attached to an application, but it should complement the information provided in the application and focus on the broader skills and competencies
- 3) Address the advertised selection criteria. Each criterion should be carefully examined to fully understand the requirements of the role. Some criteria may contain multiple requirements, look for action verbs and conjunctions. Failure to respond to even one part of criteria could result in the application not moving to the interview stage.



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- 4) The selection criteria can be addressed in “dot point” form or in paragraphs; there is no specific requirement, unless otherwise stated. However, as indicated previously, the quality of the document may provide an advantage, provided the content relates to the position requirements.
- 5) Follow the application instructions provided, complete any forms, and provide accurate, verifiable information. If you provide false information in your application and this is discovered after you have been appointed, it can lead to dismissal.
- 6) Try to find out as much information as possible about the agency. The Murray Mallee General Practice Network website [www.mmgn.org.au](http://www.mmgn.org.au) contains a lot of useful information.
- 7) Check and recheck your application document, do not rely on your computer’s “spell check”. Get a friend or family member to read the document.
- 8) If you are invited to an interview it is highly likely that you are one of several candidates considered suitable for the role. The interview may involve at least three panel members.
- 9) Candidates for interview are asked the same questions and your responses are compared with those provided by the other candidates.
- 10) Your preparation for the interview is the same as for any job interview, i.e., dress appropriately, pay attention to your grooming, arrive slightly early – do not arrive late, read any pre-interview material carefully, listen attentively, think before answering questions, speak clearly, be confident, always ask questions if invited to do so and thank the panel for the opportunity.
- 11) If you are unsuccessful, you should contact the interview panel convener to get some feedback on your interview performance. The information provided will help you to improve your approach to future employment opportunities. You can also request feedback at the application stage if you were not successful in being shortlisted for an interview.

Adapted from article by Greg Lewis, AACC Member, [www.workplace.gov.au](http://www.workplace.gov.au)



**Title of Position:** Program Support Worker

**Classification:** MMGPN EBA 2017 MMGPN 2  
*(Dependant on qualifications & experience – salary sacrifice arrangements are available)*

**Status of Employment:** Contract position  
*(Possibility of extension subject to performance & continued funding)*

Approved by Chief Executive Officer June 2021

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## **ABOUT HEADSPACE**

**headspace** is the National Youth Mental Health Foundation providing early intervention mental health services to 12 to 25-year-olds. **headspace** has 108 centres across Australia in metropolitan, regional and remote areas and online and phone support services through eheadspace.

**headspace** can help young people with mental health, physical health (including sexual health), alcohol and other drug services, and work and study support. Centre details, as well as factsheets and resources for young people and their families and friends, can be located on the **headspace** website: [headspace.org.au](http://headspace.org.au)

The mission of **headspace** Murray Bridge & Mount Barker is to reduce the burden of disease in young people aged 12-25 years caused by mental health and related substance abuse disorders through early identification and effective, evidence-based intervention delivered by primary care and specialist providers working together within a unified, accessible and integrated service framework. In addition, headspace provides services to young people with moderate to severe mental health through youth complex care funding.

**headspace** Murray Bridge & Mount Barker is funded through the Country SA Primary Health Network.

### **What is the role of a lead agency?**

The **headspace** Murray Bridge & Mount Barker program is under the auspices of the Murray Mallee General Practice Network as the Lead Agency and is supported by a range of consortium partners who share the **headspace** vision.

A lead agency leads each local **headspace** Centre on behalf of a regional partnership of organisations responsible for delivering mental health, drug & alcohol, primary care services and community-based providers of vocational assistance and training.

Lead Agencies are locally based and run services that share a headspace Centre's vision and ensure this is appropriately meeting the local community's needs.



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## JOB SPECIFICATION

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### 1. Summary of the broad purpose of the position

The Program Support Worker is responsible for providing a high level of service to internal and external customers of MMGPN through the delivery of a confidential, friendly and proficient front desk and administrative support service.

### 2. Reporting/working relationships

- Reports to the Centre Manager.
- Works with all MMGPN Program Support Staff
- Works with a range of internal and external stakeholders and clients

### 3. Specific conditions

- Some after-hours work may be required, for which time in lieu (TOIL) may be taken
- Current SA drivers license essential
- MMGPN vehicle is available for work purposes. If the use of own vehicle is required for work purposes, reimbursement will be made as per the rates determined by the relevant Modern Award.
- Further contracts will be subject to performance and ongoing funding.
- Participate in Performance Review & Development Appraisals at least every 12 months
- Support the aims and objectives of MMGPN through understanding and implementation of the MMGPN Strategic Plan

### 4. Statement of critical responsibilities and duties

- Provide internal and external clients with professional, friendly, timely information and answering phone queries, emails, receiving clients/visitors/deliveries and logging / notifying their arrival as applicable.
- Thorough completion of Opening and Closing procedures
- Ensuring site-specific duties for which the Program Support Worker is located are undertaken within the needs of the site and directed by the leadership team and the Business Manager.
- Attend to all enquiries, internal and external, by phone, email and fax.
- Provide clients and GPs with information on services and the referral process
- Accurate and timely processing of referrals into MasterCare, for all programs to ensure reporting requirements are met
- Provide administrative support to various MMGPN program and service portfolios; Leadership Group & staff
- Manage client appointments and billing
- Provide data entry for client information
- Process ingoing and outgoing mail
- Monitor and purchase office supplies
- Assist with computer backup procedures
- Assist with website maintenance
- Prepare agendas, take minutes, organise catering and set up for meetings
- Prepare newsletters
- Contribute to the development of administration policies and procedures
- Participate in continuous quality improvement activities
- Assist with maintaining a clean and safe meeting and eating areas
- Other duties as directed



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## PERSON SPECIFICATION

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### ESSENTIAL MINIMUM REQUIREMENTS

#### Personal Skills/ Knowledge / Experience

- Well-developed written and verbal communication skills
- Excellent telephone manner
- Familiarity with Microsoft Office Suite (Outlook, Word, Excel, Access and Publisher)
- Proven database skills and data entry for the update and maintenance of a variety of data systems
- Ability to take meeting minutes
- Good time management skills
- Demonstrated ability in determining priorities and meeting deadlines
- Capacity to represent the organisation professionally and maintain confidentiality
- Ability to work within a multidisciplinary team
- Ability to work unsupervised and use initiative and judgement
- Professionally presented
- Experience in the delivery of a proficient Administration and Front Desk service and in dealing with sensitive and demanding public enquiries by telephone and face to face
- Experience in providing effective client/customer contact and professional, courteous service provision
- A sense of humour

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## ORGANISATIONAL REQUIREMENTS

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### COMPLIANCE

- Be aware of and adhere to MMGPN's policies and procedures
- Display a commitment and passion for MMGPN Values

### CHILD PROTECTION

Under the South Australian Children's Protection Act 1993, the successful applicant will be required to attain and hold a current National Police Certificate before employment.

Murray Mallee General Practice Network requires all staff to undertake the following Department Community & Social Inclusion (DCSI) screening checks:

- Working with Children Check
- Vulnerable Person Related Employment Screening

The incumbent is required to either currently hold or be trained in (within the first three months of employment) Child Safe Environments.



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#### **WORK HEALTH & SAFETY**

- The employee has a responsibility to protect their health and safety at work and co-workers & clients.
- The employee has a responsibility to abide by the organisations WH&S policies and direction as set out in MMGPN’s Operation Manual.
- The employee shall avoid adversely affecting the health or safety of any other person through any act or omission at work

***and in particular, so far as is reasonable, shall:***

- use any equipment provided for health or safety purposes
- obey any reasonable instruction that the employer may give concerning health or safety at work
- comply with work health and safety policy in the workplace
- ensure they are not, by the consumption of alcohol or drug, in such a state as to endanger their safety at work or the safety of any other person at work.

The incumbent is obligated to refer to their job and person specification along with MMGPN’s Manuals and Registers and other relevant Roles and Responsibilities statement as required.

*The duties and responsibilities for this position should not be considered as limited to the above activities. Duties may be added, deleted or modified, in consultation with the incumbent, as necessary. Job Descriptions and staff performance will be reviewed regularly.*

**End**