

POSITION DESCRIPTION	
Position title	Health Administration Officer
Service area	Health & Wellbeing Services
Award/classification	SCHADS Industry Award - Level 3 Pay Point 2
Reports to	Health Services Coordinator / Deputy CEO
Contract:	Full time – Fixed Term 6 months
Date approved	July 2026

THE ORGANISATION

[Melaleuca Australia](#) is a nationally recognised specialist organisation supporting migrants, former refugees and multicultural communities through integrated [services](#) providing resettlement, family support, health and wellbeing and community development.

Everything we do is in [partnership](#) with a network of individuals, community groups, government and non-government bodies to build sector capacity, close systemic gaps and strengthen social cohesion. We champion self-determination through various initiatives such as our social enterprise-[Mela Kulcha](#). Our [vision](#) is a world where everyone belongs.

THE ROLE

The Health Administration Officer applies high level administrative support to help facilitate the key activities of the Refugee Health Program; and support the provision of non-clinical follow up and support for recently arrived humanitarian entrants. The role involves careful communication with health services and stakeholders to facilitate health journey of clients. The role involves administrative projects to support the ongoing development of Refugee Health Services, and resource development.

KEY RESPONSIBILITIES

This role operates within the following domains and responsibilities:

1. Multicultural services

- Under the guidance of the Health Service Coordinator (HSC), develop Health Manifests and activate associated referrals to local health services for incoming clients.
- Review, monitor, and record client attendance to assist the support of clients to achieve health outcomes.
- Support the facilitation of Melaleuca based outreach clinics including logistics, client communication and relevant data entry.

2. Relationship management

- Positively represent Melaleuca when networking with key stakeholders.
- Network with local health services to identify potential partnerships with Melaleuca which promote positive health outcomes for mutual clients.
- Build strong collaborative networks to facilitate positive client outcomes. This includes fostering positive relationships with other agencies and stakeholders and actively promoting Melaleuca.

3. Contracts, systems, reporting and administration

- Establish workload priorities effectively and monitor workflow in line with the allocated workload for health-related services.

- Contribute to the development of best practice systems to support high standards of service delivery, contractual compliance, and continuous quality improvement.
- Use the Community Data Solutions (CDS) and other internal platforms to accurately record all interactions with clients and stakeholders.
- With the HSC, ensure contractual obligations and key activities are completed.
- With the HSC, monitor and record health trends.
- Ensure documents are stored correctly using the Melaleuca naming convention.

4. Organisation wide

- Comply with Melaleuca policies, procedures and values, and always reflect the organisation in a positive manner.
- Comply with Melaleuca's commitment to safeguarding children. Melaleuca Australia is a child safe organisation and is committed to safeguarding children and young people. Melaleuca has zero tolerance for child abuse and will contribute to providing an environment in which all children and young people feel safe, supported and respected.
- Support a work environment that is free from discrimination, harassment, bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.
- Develop and maintain professional and respectful working relationships with all staff, stakeholders and clients, using cultural humility.
- Participate in supervision and debriefing as required.
- Participate in essential and non-essential Professional Development (PD) and maintain personal records of all PD to ensure ongoing upskilling. Participate in performance reviews on a regular basis with Manager.
- Attend meetings, training, toolbox, team building and other client related forums that may occur outside of workhours, and as required by the organisation.
- Actively contribute to the continuous quality improvement of the organisation.
- You may be required to work across any other Melaleuca sites in line with your appointed role and/or skills; and undertake other duties as required.

SELECTION CRITERIA

Essential

1. Cert III or higher in Business or Administration.
2. Demonstrated experience in health administration and customer service.
3. Excellent verbal communication with cultural sensitivity; and written skills including record keeping, stakeholder engagement and report writing.
4. Proficiency in Microsoft Office Suite (Word, Excel, Outlook).
5. Demonstrated ability to liaise and network effectively with clients, community groups, stakeholders and work colleagues often within a cross-cultural context.
6. Demonstrated ability to work autonomously while planning work schedules, prioritise work and complete tasks on schedule.
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Desirable

1. Experience working with CaLD groups and experience using translating and interpreting services.
2. First Aid Qualification

Licences/clearances (essential)

1. Current class c driver's licence
2. Current NT Ochre Card (Working with Children clearance)
3. Right to work in Australia
4. Satisfactory national criminal history report

AGREEMENT TO THIS POSITION DESCRIPTION:

Employee Name: _____

Employee Signature: _____

Date: _____

Manager's Signature: _____

Date: _____