

## Position Description - Administration Officer

<b>Position Title:</b>	<b>Administration Officer</b>
<b>Work Location:</b>	Various Locations
<b>Employment Conditions:</b>	Permanent/ Casual/ Short Term
<b>Award Classification:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 <i>Headway Gippsland proudly pay above Award conditions</i>
<b>Tenure:</b>	Short Term Contract Length / Delete
<b>Position Reports To:</b>	Operations Manager

### About Headway Gippsland Inc.

Headway Gippsland Inc. is a not-for-profit organisation operating in Gippsland, Victoria and has been providing services to those with acquired brain injuries since 1981.

The provision of disability services is undergoing major reform and to ensure that Headway Gippsland Inc. can continue to be a leading provider, we now provide services to persons with disabilities of all ages. With offices based in Morwell, Drouin and Newborough, we have staff operating across the region. Headway is registered with the Australian Charities and Not-for-profits Commission.

### Our Workplace

Our mission is to provide exceptional services to individuals with an acquired brain injury (ABI) and other disabilities and their carers, in order to participate in all aspects of community life. Ours is a vision of a society that is inclusive of all.

Our people are our priority and our proudest strength as an organisation – with low turnover, and above award conditions, we hold ourselves accountable for attracting, retaining and recognising great people to ensure a high standard of service for our Participants.

In 2020, we launched our performance development program, enabling us to build our training and career pathways, as well as our individual development goals. This is an exciting progression for our business and testament to our commitment to our staff, our Participants and our overarching services to the community

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### About The Administration Officer Role

The Administration Officer will be responsible for all manner of reception and administrative support functions to our team on a part time basis. This role is an all-rounder function and will be a critical piece of our administration functioning at this site. May be called upon to cover other administration duties in the absence of other staff or during leave periods.

The key activities of the Administration Officer involve clerical duties across all mediums, file management (both physical and electronic via our CRM), preparation of correspondence, proofing, system generated reporting, minute-taking and meeting organisation (including catering, scheduling and agenda setting) as well as management of our vehicle fleet. Essentially, this role will actively pursue process improvement and efficiency, identifying opportunities to provide more effective administrative support to the centre and the business. The role will be tasked with dealing promptly and professionally with urgent queries or changing priorities, postponements and cancellations.

This may include administration of our CRM, records management and archiving, invoice management and basic purchasing for office provisions and support to the management team. The Administration Officer will need to model appropriate behaviours, adjusting accordingly to the needs of our Participants or their various customers.

A high level of customer service is required, as well as the ability to take on organised and responsive approaches in the workplace. The role also holds responsibility for contributing to improvements in participant experience, administrative systems and processes thus assisting in effectiveness of our service, efficiency and customer satisfaction for our Participants. Confidentiality and professionalism are essential to the role.

### KEY RESPONSIBILITIES

#### Participant Contact

- Front line reception duties including management of all incoming phone, email and general correspondence as well as public enquiry in person.
- Provide an efficient, welcoming point of contact for actual and potential participants, carers and related parties, enabling participants to access and receive professional services from Headway Gippsland Inc.
- Effectively manage face to face and telephone participant contact and relay accurate content to our CRM system and participant files.
- This role may undertake an initial basic assessment of participant needs to ensure referral to appropriate Headway or other services (service request).
- Handle emergency participant situations and matters with appropriate urgency, empathy and professionalism to provide quality professional services.
- Demonstrate an appropriate level of verbal and written communication skills, to assist participant and provide a high level of quality service to participant.
- Coordinate thorough, timely and accurate management of participant data in our CRM through excellent customer contact and throughout engagement with Headway Gippsland Inc.
- Administer all professional correspondence in a time-efficient and organised manner, in the timelines committed.
- Schedule appointments effectively and efficiently for our participants.
- Make decisions regarding the urgency of individual participant needs and appointment scheduling, in consultation with Management and program support.

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### Office Management

- Identify opportunities for efficiency, improvement or value adding to the provision of services.
- Assist in areas of the organisation, as required. This may include support of basic accounts management, priority project support or executive assistant duties.
- Coordinate efforts to resource, support and maintain provisions for the staff as directed and or within delegation of authority.
  - This may include catering, general hospitality and purchasing for office needs, general and basic tidying of the space, and or trouble shooting risks or hazards per procedure.

### General Administration

- Undertake a wide range of general and high-level administration including minuting and agenda setting, external and internal correspondence, file management and record keeping.
- Collate accurate, thorough and clear records and details as they relate to our participants, processes and activities.
- Perform general executive assistant functioning to the management team and staff on site, as well as to the wider business as required.
- Administration of CRM management for all participant related data/enquiries, as well as any other associated software or systems related to our participant data as appropriate.
- Demonstrate awareness and understanding of administrative standards as well as applicable policies and procedures including references to the NDIS, confidentiality and participant rights.

### Policies, Procedures & Systems

- Adhere to, and comply with Headway organisational policies, processes and procedures, using appropriate systems where required.
- Model the organisation's values, play a role in raising the profile of these values and associated behaviours, including a positive contribution to workplace harmony and displaying cooperative team behaviour.
- Proactively communicate, identify, report, assess OHS related risks and hazards within the centre(s).

### Continuous Improvement

- Demonstrate commitment to the objectives of the team, centre and organisation and show considerable drive and effort in achieving work and organisational goals.
- Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team, centre and organisational goals.

### Other

- Perform additional duties from time to time, as required by management or as stipulated in individual performance development plan.

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<b>Line Manager:</b>	Operations Manager
<b>Manages:</b>	Nil
<b>Key Stakeholders:</b>	External parties and the general public, our internal Planning and Support Teams, Volunteers, Participants, Family Members, Administration, Management and other staff. Role will also interface with community groups and contacts, external referred agencies or supports as appropriate.
<b>Note:</b>	Reporting arrangements may change from time to time depending on business requirements.

### KEY PERFORMANCE INDICATORS (KPI'S)

- Provision of an efficient, effective and welcoming point of contact for actual and potential participants with complex needs.
- Ability to manage and prioritise administrative tasks efficiently and effectively demonstrating a systematic and organised approach to work.
- Maintain a high level of discretion and confidentiality, professionalism and service standards (internally and externally).
- Ability to work autonomously within a small team, to appreciate differences and to build.
- Collaborative relationships which support administration processes.
- Demonstration of organisational and time management skills and the ability to prioritise tasks and timeframes.
- Demonstrated ability to communicate with relevant staff regarding issues to effectively problem solve and make operationally effective decisions.
- To contribute to the effective management and exceptional service of the wider business.

### KEY SELECTION CRITERIA (KSC)

- Office Administration qualification such as Cert III Business Administration and/or previous experience in a similar administration capacity.
- Proven experience in office management and high-level administration/reception functions, specifically, answering high volume, at times complex inbound calls and email correspondence, delivering high quality customer service, ideally within a medical or health care related environment.
- Demonstrate a high level of skill in dealing with participants with complex needs in a supportive, empathetic and effective manner.
- Demonstrated ability to remain calm under pressure, problem solve and make effective decisions where there are competing priorities, with excellent attention to detail.
- Competent in the Microsoft Office suite and the ability to pick up new programs and business systems with ease.

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### Compliance requirements for Employment Eligibility

Your employment is conditional on the provision of the following mandatory compliance items:

1. A "Clear" NDIS Workers Screen Check
2. A current Employee Working with Children Check
3. Australian Driver's License
4. Comprehensive Car Insurance

The above checks must be obtained and maintained at your own expense for the duration of your employment with Headway Gippsland Inc

- Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa
- Applicants will be subject to a probation period of six months
- Applicants must provide two professional reference checks

### Approved

Name	Debbie Lee
Position	Operations Manager
Signature	<div>X</div> <hr/>
Date	

### Incumbent Statement

I have read and understood the above position description and agree to all conditions contained herein

Name	
Signature	
Date	