POSITION DESCRIPTION

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| **Position:** | Centre Support Services – Senior Administration Officer |
| **Organisation** | Kal’ang Respite Care Centre Inc. |
| **Service** | Kal’ang Respite Care Centre (HACC and CCP services) |
| **Location:** | Denmans Camp Road |
| **Report to:** | Coordinator & Centre Supervisor |
| **Classification:** | Social, Community, Home Care and Disability Award 2010, Level 4 – Full Time Fixed Contract to 30th June 2014 |
| **Status/Date:** | September 2013 |

**POSITION OBJECTIVE**

To provide administrative support to the Coordinator and support and training of the administrative staff of Kal’ang Respite Care Centre. Duties will include ensuring that a range of administration and support functions for Kal’ang Respite Care Centre are met, ensuring that the policies of Kal’ang are closely adhered to, including the Financial and Human Resources Policies.

This role includes a training and support role to administrative trainee staff, to ensure that there is a skills transfer that enable trainee staff to achieve good practice in the organisation.

**ORGANISATIONAL ENVIRONMENT**

Kal’ang Aboriginal Respite Care Centre is a registered non-for –profit Aboriginal Corporation that is funded to provide a range of respite and care services to ageing and disabled Aboriginal and Torres Strait Islander people, as well as non indigenous clients on the Fraser Coast. The service is funded to include clients in the townships and surrounds of Hervey Bay, Maryborough and Tiaro.

Kal’ang was incorporated in June 1996. Kal’ang’s objectives stated in their recently reviewed Constitution (Oct 2009) are to :

1. Provide a safe and secure environment for frail, aged or disabled Aboriginal and Torres Strait Islander persons, and others if placements permit.
2. Facilitate access for such persons to amenities such as are as available to the general public from Hospitals, Blue Nurses, Respite Care organisations and other such similar organisations.
3. Encourage and assist such persons in the fulfilment of their aspirations and the maintenance of their self esteem and generally to do all things necessary to promote a fulfilling and harmonious life for such persons, assisting where possible.

**STAFF RESPONSIBILITIES**

This position will provide administrative support to the Coordinator, Centre Supervisor & HR Manager, as well as the organisation and supervise the Administration/Receptionist in Hervey Bay & the Business Unit Administrator/Social Support position in Maryborough.

**Budget AUTHORITY**

This position will have some financial signing responsibilities as well as Corporate Services budgetary control.

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| KEY ACCOUNTABILITIES | | |  |
| Key Result Areas | Key Accountabilities | Performance Indicators | | |
| Supervisory | * Supervise low level staff on their daily duties, ensuring all duties are correctly carried out * In all the Key Result Areas listed below, the Senior Administration Officer will assist the Administration Support/ Receptionist based in Hervey Bay as well as the Business Unit Admin/Social Support Officer in Maryborough, by ensuring that all duties are carried out, through a training and mentoring approach. | Performance reviews of subordinate staff will highlight level of this requirement. | | |
| Administration for Kal’ang | **General administration duties including**   * booking meetings for the Coordinator & Centre Supervisor * organising the Coordinator’s & Centre Supervisor’s filing system, * assisting the Coordinator & Centre Supervisor manage their email system * ensuring the good running of the Kal’ang computer system and software licensing and management, * including updating MYOB and other software versions to keep current * Ensuring that staff have undertaken their WPH&S Inductions * Ensuring staff review at least two WPH&S policies and procedures at staff meetings and that these are recorded/signed off * Ensure that all staff have access to the Kal’ang Policies & Procedures Manual * Ensure that the manual is kept current and that relevant all staff Policies and Procedures are being read by staff ensuring at least 1 procedure is covered at every staff meeting and that this is recorded/signed off * Ensure that the Agendas for Management Committee meetings are prepared and distributed in a timely manner * Record the Minutes of Management Committee meetings and distribute these within four working days to all Committee members * ensure that Client files are kept current and arrange for the archiving of closed files * Ensure that the Kal’ang Policies and Procedures are being met by regularly checking different policies and checking how staff are implementing these. Discuss any issues immediately with the Policy Officer. * Manage the documentation control of Processes & Procedures both electronic and hard copy versions * Ensure all equipment is kept maintained and in a safe condition for use, keeping records of the location and loans of any equipment in a loans book * Support HR with administrative duties as and when required – this is a strictly confidential role | * Demonstrated assistance given to Coordinator * Timely Agendas and Minutes prepared * Staff WPH&S training logs are current * Staff OHS training logs are current * Staff Policy & Procedure training logs are current * Ensure First Aid Certificates are current * Current hard and electronic copies of the Policies & Procedures Manual are available to all staff at all times * Trainee is being adequately supervised and is being kept busy * Client files are well maintained and being correctly archived | | |
| Administration for your position | * Ensure that accurate records of duties performed are recorded onto own personal timesheet * Ensure that timesheets are completed and handed to office on time to ensure timely payment of wages * Ensure that all absences are recorded, and that in the case of unexpected absence from normal duties, that Kal’ang is called as early as possible and notified of your absence * Ensure that a doctor’s certificate is produced for sick leave, when more than 5 sick days have been accessed in any 6 month period. * Notify Coordinator at least two weeks in advance when requesting leave of more than two days. * If using own vehicle for work purposes, ensure that log book/sheet is filled out, and presented with timesheet. Any private vehicle use must have the prior approval of the Coordinator. | * Demonstrated accurate and timely information provided at all times * Demonstrated monitoring of staff Time Sheets and reporting disparities to Coordinator for attention, as required * HR Manager will provide performance review in this area | | |
| Confidentiality | * Ensure that the highest possible standards of confidentiality are practiced, as this position has access to all personal information about staff and clients. Staff or client wages, allowances or personal problems and issues should not be discussed with anyone else except the Coordinator or HR Manage, as these issues relates to employees and clients of Kal’ang. | * Demonstrated confidentiality and privacy practiced at all times in relation to other staff members and client information | | |
| Workplace Health & Safety | * Commit to relevant Workplace Health & Safety policies and promote good WHS practice. * Fulfil responsibilities in Kal’ang’s safety policies. | * Demonstrated understanding of WPH&S policies and responsibilities | | |
| Continuous Improvement/  Training | * Participate in available professional development processes and training that is offered throughout the year. | * Demonstrated willingness to undertake professional development and active participation | | |
| Attitude and Team Contribution | * Work with a range of staff and clients to ensure that Kal’ang provides a safe, happy and welcoming workplace and service for all * Actively and willingly participate in new initiatives, and when working with other team members | * Demonstrated helpful and positive attitude toward Coordinator, staff and clients | | |

## POSITION REQUIREMENTS

###### Essential

Skills & Abilities:

Willingness and availability to work some flexible hours, particularly when there are statutory deadlines

Cert IV or above in Business Administration or extensive and proven experience

C Class driver’s licence

Current Police Check

First Aid Certificate

**Desirable**

Supervisory experience as well as office management

Experience in training and mentoring

HR administration experience

Knowledge of ROCs Software and/or working in a community services environ

## SELECTION CRITERIA

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| **SC1** | Extensive and proven experience in Administration Management for a small to medium sized organisation, preferably Community Services based. |
| **SC 2** | Excellent organisational skills including a commitment to record keeping, filing and archiving of confidential materials; understanding and experience in Documentation Management systems |
| **SC3** | Good interpersonal skills to deal with a range of people from all walks of life, but particularly with Aboriginal and Torres Strait Islander people and their communities |
| **SC4** | Advanced computer skills and ability to learn new systems; experience in supervisory skills and some mentoring/training |
| **SC5** | A willingness to work in a team environment, sharing workloads and providing support to the Coordinator & Centre Supervisor as requested from time to time |
| **SC6** | Flexibility to cover a range of different tasks throughout the working week |
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