

Position Description

Position title:	Administration Assistant – Holistic Services
Responsible to:	Services Manager
Current incumbent:	New position
Hours of work:	38 hours per week
Salary:	Level 3, Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS)
Formal qualifications required:	<ul style="list-style-type: none"> Office Administration experience and qualifications Proficiency in the use of computer programs for Word processing, Databases, Spreadsheets, E-mail, Internet
Essential knowledge and competencies required:	<ul style="list-style-type: none"> 3+ years professional Office Administration experience Experience managing day-to-day operational processes of a dynamic and thriving organisation An eye for detail with an ability to prioritise work Strong written and verbal communication skills Proven experience and knowledge in database systems with an aptitude to learn new programs and applications A strong knowledge of the Microsoft Office Suite A strong customer service focus A proven team player Ability to maintain confidentiality Demonstrated ability to prioritise, plan and organise a busy workload to meet deadlines and timeframes Criminal Record Checks and Reference Checks are conducted on all potential employees
Desirable experience	<ul style="list-style-type: none"> Medical administration experience
Position objectives	<ul style="list-style-type: none"> The Office Administrator will be responsible for: <ul style="list-style-type: none"> providing reception and administration to the Holistic Team secretarial support as required information management organisation of the day to day running of the Holistic Team responding to participant enquires and issues assist the Team with rostering staff and planning their day
Key Accountabilities	<p>Vision, Purpose and Values</p> <p>Actively participate in and promote the desired culture of ALO by ensuring all interactions, documentation and communications are conducted in a manner which supports ALO's Vision, Purpose and Values</p> <p>Service Development</p> <ul style="list-style-type: none"> Assist in the development of administrative systems. Assist in the maintenance of administrative internal controls and policies and procedures <p>Administrative functions</p> <ul style="list-style-type: none"> Secretarial support for all aspects of the services delivered Filing

	<ul style="list-style-type: none"> • Responding to phone enquiries, collecting information • Data entry into the Client data base (TCM) • Prepare documentation for the Holistic staff, enter data and distribute as required • Collect participant data which will lead into the Intake process <p>Office Management</p> <ul style="list-style-type: none"> • Support and assist the Case Managers/Coordinators/Support Coordinators to plan their days and manage their diaries • Planning to ensure reviews and assessments are completed in the required timeframe <p>Communication and liaison</p> <ul style="list-style-type: none"> • Develop and maintain excellent relationships with staff, participants', carers and volunteers and other external organisations, suppliers and providers. <p>Compliance and Legislation</p> <ul style="list-style-type: none"> • Adhere to ALO policies and procedures • Maintain a high level compliance with legislation identified guidelines <p>Professional development</p> <ul style="list-style-type: none"> • Maintain and update own professional skills and education levels and undertake training as required. • Attend and participate in supervision <p>WHS</p> <ul style="list-style-type: none"> • Active participation in protecting the health and safety of self and colleagues • Promote and contribute to a safe, secure environment for staff, participants, volunteers and visitors. • Participate in the workplace Rehabilitation program if injured at work, and give assistance to colleagues who have been injured, as appropriate. When injured at work, visit the Medical Officer designated by ALO, where required, for treatment to facilitate as early a return to normal duties as possible.
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SIGNATURES

I understand and accept the responsibilities as outlined in this position description.

Administration Assistant:	Date:
Services Manager:	Date:

Note:

This Position Description is not a duty statement; it is only intended to provide an outline of the key responsibilities of the position. Staff are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives. It is expected that this Position Description will change over time due to the nature of ALO's activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you.