

FAMILY OUTREACH & RELATIONSHIP SERVICES Administration Assistant - SEATON

Thank you for your interest in the position of Administration Assistant with Centacare Catholic Family Services.

Should you choose to apply, your application will be assessed on your related qualifications, experience, skills and knowledge.

The Position Description following outlines the 5 Key Performance Indicators (KPI's) and the essential and desired qualifications required for the position.

In support of your application it is anticipated that you will:

1. Submit a covering letter
2. Address each of the 5 KPI's by providing a short statement that demonstrates your experience relevant to the competencies and core responsibilities outlined in the position description
3. Attach or include your up-to-date Resume/Curriculum Vitae and provide contact details of three professional referees with one being for your most recent employer

Please submit your application by the advertised closing date with your Curriculum Vitae (CV) and details of three current referees, either by email or post to:

Kathleen Kennedy - Administration Site Coordinator
Family Outreach & Relationship Services
Centacare Catholic Family Services
413 Grange Road SEATON SA 5023

kkennedy@centacare.org.au

POSITION DESCRIPTION

Administration Assistant - Seaton

Our Vision

To be a human services organisation which values and respects clients through the delivery of responsive, flexible and effective services

Centacare is a Child Safe Organisation

POSITION INFORMATION	
POSITION TITLE	Administration Assistant
RESPONSIBLE TO	Executive Manager, Family Outreach & Relationship Services Unit through Family Outreach & Relationship Services Unit, Senior Manager.
UNIT	Family Outreach & Relationship Services
AWARD	Social, Community, Home Care & Disability Services Industry Award 2010 (SoComm)
CLASSIFICATION	Social and Community Services Employee, Level 2

POSITION DESCRIPTION	
<p>The Administration Assistant is responsible for provision of administrative support to the Managers and teams located at the site to deliver responsive, flexible and effective services in the community. The position is also responsible for provision of telephone reception support to staff, clients; other services and the community.</p>	

QUALIFICATIONS & CONDITIONS

Essential:	Sound Microsoft Office skills
Desirable:	Experience in the provision of administrative, reception and telephone support in an office environment
Special Conditions:	Require a DCSI (Department for Communities and Social Inclusion) child-related employment clearance & a National Police Clearance Current driver's licence

KEY PERFORMANCE INDICATORS (KPI)

To competently perform in this position, the person should possess the following knowledge, skills and experience based upon Key Performance Indicators

KPI 1: CUSTOMER SERVICE

Key Competencies	Key Measures
<ul style="list-style-type: none">• Act in a professional manner at all times when dealing with internal and external clients and stakeholders• Demonstrate a strong understanding of Centacare and positively promote the organisation both internally and externally• Maintain confidentiality on all issues relating to the organisation, clients and colleagues• Provide prompt and courteous service to all clients; including colleagues, other services and the community• Treat all clients with respect and equality, whilst being responsive to their needs• Demonstrate an awareness of diverse cultural needs.• Maintain a professional manner and be responsive to enquiries	<p>Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients</p>

KPI 2: PROFESSIONAL AND TECHNICAL SKILLS

Key Competencies	Key Measures
<ul style="list-style-type: none">• Demonstrate the ability to respond appropriately to telephone enquiries from clients, colleagues, other services and the general community.• Proven ability to utilise MS Office suite with proficiency.• Ability to attend to client requirements for referrals and other appointments as directed.• Excellent time management skills.• Participate as a pro-active member of the Family Outreach & Relationship Services Unit Administration Team.• Demonstrate the ability to take the initiative in:<ul style="list-style-type: none">• Planning and organising own work effort;• Prioritising effectively and meeting deadlines;• Resolving operational problems and issues as they arise.• Ability to provide general administrative support to managers and staff including:<ul style="list-style-type: none">• Preparation of letters, documents, spread sheets and data entry as required;	<p>Demonstrated knowledge and application of the specific skills required for this position</p> <p>Demonstrated collaborative work practices</p>

KPI 2: PROFESSIONAL AND TECHNICAL SKILLS

Key Competencies	Key Measures
<ul style="list-style-type: none">• Maintenance of electronic and manual filing and archiving systems;• Coordination of staff training requests as per organisational requirements;• Provide support in room setup for meetings as directed;• Maintenance of adequate supplies of office stationery;• Dealing with contractors/ maintenance/ IT issues;• Maintenance of visitor's book for visitors and/or workers from other sites and services;• Ability to undertake Finance related tasks in a professional and timely manner:• Preparation of invoices for payment;• Assist with the coordination process for staff timesheets as per organisational requirements;• Banking/end of month reconciliation tasks as directed;• Petty cash/reimbursement tasks as directed.• Ability to undertake site specific tasks as required.• Ability to job-share effectively as required.	

KPI 3: COMMITMENT TO ONGOING DEVELOPMENT AND MANAGING CHANGE

Key Competencies	Key Measures
<ul style="list-style-type: none">• Effectively balance work, family and personal commitments• Commitment to continual professional and personal development• Demonstrate flexibility and initiative during periods of change• Attend all compulsory training sessions identified by the organisation and undertake other training and development as required	Demonstrated experience and understanding of the need for continuation of both personal and professional development

KPI 4: TEAMWORK AND COMMUNICATION

Key Competencies	Key Measures
<ul style="list-style-type: none">• Demonstrate the ability to work consistently and positively within a team to achieve positive outcomes• Demonstrate a commitment to teamwork and the maintenance of a supportive work environment• Work harmoniously with other team members to achieve service delivery excellence• Resolve any workplace conflict in a professional manner and through the correct organisational processes• Participate in regular and professional communication with the manager and with all relevant colleagues and managers• Participate in supervision and support as required• Actively participate in the Performance and Professional Development review and Plan as required	<p>Demonstrated ability to participate as an active member of a team, consistent with the philosophy and policies of the Organisation</p>

KPI 5: WORKPLACE RESPONSIBILITIES AND WORK HEALTH SAFETY (WHS)

Key Competencies	Key Measures
<ul style="list-style-type: none">• Be aware of, and practice according to the organisation's mission, objectives, core values and strategies• Demonstrate understanding of all relevant external legislation and internal policies and procedures that relate to this position and the Organisation• Participate in and contribute to quality improvement programs and other organisational activities to meet Service/Accreditation Standards• Support the development and maintenance of a best practice WHS culture within the workplace• Participate in and contribute to WHS activities to ensure a safe work environment for clients, community, staff and visitors• Adhere to safe work practices• Implement actions in WHS plans as required• Ensure that all documentation is accurate and completed in a professional and timely manner• Coordinate filing and administration in a professional and orderly manner• Ensure all records are maintained according to Centacare's WHS policies and procedures	<p>Committed to meeting all legislative and organisational responsibilities and working in accordance with policies and procedures</p> <p>Demonstrated commitment to the professional and timely administration of all documentation requirements</p>

PERFORMANCE MONITORING

Performance Monitoring and review of the Position Description is managed in accordance with the Performance and Professional Development Policy and Supervision Policy.

The process is implemented through a performance framework that includes:

- Day to day management, communication and continuous feedback from Line Manager
- Annual Performance and Professional Development Review
- Regular Supervision Sessions scheduled between the worker and Line Manager or Supervisor

I have read, understood and accept the responsibilities outlined in my position description.

Employee: **Date:**/...../.....
(Signature)

Line Manager: **Date:**/...../.....
(Signature)