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| **Position Title & Level/Grade:** | Administrative Support Assistant  CatholicCare Enterprise Agreement Level 2-3  Part time / Casual | **Department:** | CCG Allied Health Services |
| **Reports to:** | Practice Manager | **Supervises:** | No staff |
| **Internal Liaisons:** | The Administrative Support Assistant is part of the broader integrated Allied Health team at CatholicCare. The team consists of various allied health staff including psychologists, social workers, occupational therapists, nurses and counsellors | **External Liaisons:** | The Administrative Support Assistant is to provide administrative assistance to the portfolio management team and may be required to liaise and communicate with external stakeholders including referral teams and funders. |
| **Position Objective** | The Admin Support Assistant will be responsible for providing day-to-day administrative support to ensure the efficient operations of the portfolio’s services. They will work to the portfolio management team and assist with task such as (but not limited to) coordinating meetings, rostering, data entry, reporting and financial acquittal. | | |
| **Key Responsibilities** | **Provide a Quality services and Programs**   * Actively support the management team across the portfolio * Adhere to Work Health and Safety Policies, including ensuring security of building at end of day * Administrative tasks, such as booking appointments, taking meeting minutes, data entry, generate reports and mail out of relevant materials * Assist with Reception duties to cover staff leave and breaks. This includes appointment reminders to clients, answering phones and client/stakeholder related duties * Conduct audits as directed by managers * Maintain competencies in all current IT applications, e.g. Microsoft applications, phones, faxes, printers, and other software * Participate in regular supervision and group meetings * Professional development - Maintain a working knowledge of the relevant sectors and undertake training and a professional development plan by actively participating in annual performance appraisal * Provide a professional and quality service to all stakeholders. This includes communications and timely responses including complaints and feedback * Represent the agency by attending external network meetings, forums, committees, consultations, expos and community events as directed by managers. Ability to provide feedback of any visits / attendances at team meetings * When required, assist with rostering including arranging shift coverage in line with CatholicCare Enterprise Agreement * Assist the management team with invoicing and financial acquittal in line with CatholicCare procedures. | | |
| **SELECTION CRITERIA** | | | |
| * Demonstrate a high level of initiative and strong organisational skills, with attention to detail and ability to meet strict time lines * Commitment to and proficiency delivering quality customer service * Strong interpersonal skills and ability to work as part of a team * Good oral and written communication skills * Advanced word processing and database skills and ability to broaden computing experience with other packages. * Ability to learn quickly and manage change with ability to be flexible to deliver outcomes * Working with Vulnerable People Check * Current driver’s licence | | | |
| Experience & Knowledge   * Understanding of and ability to work within outcome based frameworks * Understanding of EEO, Work, Health & Safety, Privacy and Confidentiality policies and legislation * Understanding of Quality Assurance Standards, protocols and implementation * Understanding of team dynamics and working with vulnerable and marginalised people * Working knowledge of the community sector and services   Attributes   * Ability to prioritise, manage deadlines and attention to detail * Ability to work independently, self-motivated and driven * Be able to communicate effectively, empathetic and establish rapport with people * Enthusiastic and a ‘can do’ attitude * Well established professional boundaries * Well-developed oral and written communication skills | | | |
| **Employee Declaration** | | | |
| I have read this document and agree to undertake the duties and responsibilities as listed above.  I acknowledge that:   * This position description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role, team and any organisational objectives. * The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be evaluated against these measures. | | | |

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| **Employee** |  |
| **Signature** |  |
| **Date** |  |