

## Client Information & Administration Support

### Position Information

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<b>Position:</b>	Client Information and Administration Support
<b>Duration:</b>	Ongoing
<b>Hours of Work:</b>	Full Time – 38 Hours Per Week
<b>Reporting To:</b>	Finance and Administration Manager

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#### Overview & Purpose of Position

The Client Information & Administration Support Officer is engaged to work effectively and co-operatively with all of the Centre's other workers to further the goals of the Centre, through the provision of information, referrals, client intake and administration support for the Centre and all of its workers and across all of its service programs.

#### Qualifications Required

There are no qualifications required for this position.

#### Essential Knowledge, Skills, Abilities and Qualities

Working under the supervision and direction of the Centre's senior employees, you are required to undertake a range of duties and work functions/activities requiring:

- A commitment to working co-operatively with fellow staff and management to further the goals of the Centre
- Good written and oral communication and interpersonal skills, enabling you to work co-operatively, collaboratively and effectively with the Centre's management, staff and volunteers as well as the Centre's various stakeholders
- High level computer skills, including Microsoft office and excel
- A thorough knowledge of work activities performed in the workplace
- A sound knowledge of procedural and operational methods of the workplace
- Work under general direction in the application of procedures, methods and guidelines which are well established
- Solve problems of limited difficulty using knowledge, judgment and skills acquired through previous work experience
- Exercise initiative in the application of established work procedures and establish goals/objectives and outcomes for your particular work
- Provide assistance and training to volunteer and other workers in their day to day work
- Otherwise undertake duties and functions and exercise knowledge, skills and experience characteristic of an employee at your level as required.

#### Duties

To undertake the following across each of the Centre's service programs as required:

##### *Reception and Client Support*

1. Reception duties including answering telephone, greeting visitors, screening and referring telephone calls, taking messages, handling enquires.

2. Provision of information and referrals, including at off site locations as required.
3. Perform client intake including allocating and making appointments and undertaking client conflict checks.

#### *Computer and Equipment Maintenance*

4. Basic equipment maintenance and server backup functions.
5. Implement and maintain software and computer systems at a basic level.
6. Identify and correct common software or computer systems problems.

#### *General office administration*

7. Update and maintain the Centre's appointment diary.
8. Recording of statistical information, data entry and provision of statistical and other reports.
9. Undertake maintenance of filing and document control systems.
10. Update and maintenance of relevant manuals and other resources as required.
11. Assist with the carrying out regular WHS tasks, including those as scheduled.
12. Assisting with the organisation of training, meetings, events and other activities
13. Obtaining quotes from suppliers, as required.
14. Make travel arrangements, as required.
15. Petty cash and banking, as required.
16. Attend at home visits.
17. Attend to Court filing.
18. Mail functions and deliveries, as required.
19. Maintenance of stationery supplies, as required.
20. Ensuing office is tidy, orderly and accessible.
21. Photocopying, filing, faxing, scanning, emailing.
22. Word processing, typing, computing and publications.
23. Various other keyboard and clerical functions.
24. Provision of other administration support functions and support as required.

#### *Assistance with Projects*

25. Assist senior workers with maintenance of the Centre's website, Facebook, data collection systems, promotional work and other projects and activities as required.

#### *Duty Lawyer Services*

26. Attend to assist with the Centre's Duty Lawyer Services to carry out administrative and other functions as required.

#### *First Aid Officer & Evacuation Warden Duties*

27. Carry out the functions of First Aid Officer & Emergency Evacuation Warden as required.

*Volunteers*

28. Assist senior workers with co-ordination of the Centre's volunteers, volunteer program and activities.
29. To attend and assist with the Centre's Thursday Evening Volunteer Service to carry out administration support and other functions as required.
30. Assist volunteers with established procedures, including to help them complete core datas and meet other minor objectives.
31. Otherwise, provide training and assistance to the Centre's volunteers as required.

*Professional Development & Meeting Attendance*

32. To attend and participate in regular meetings with Centre team members including:
- a. staff meetings
  - b. admin staff meetings; and
  - c. other meetings as required.
33. To attend and participate in professional development and training as required.
34. To participate in other team activities and meetings as required.

*Other duties*

35. Assist with and attend at stalls as required.
36. To share internal housekeeping chores.
37. To comply with the policies, procedures and guidelines of the Centre, and as they may exist from time to time.
38. To undertake other duties as directed from time to time.