



Where mental wellbeing thrives

Position Description Administration Support Officer

“Where mental wellbeing thrives”

Position Details

Position Title:	Administration Support Officer (ASO)
Position Level:	Levels 1 – 3 (depending on experience and scope of work)
Industrial Instrument:	Flourish Australia Enterprise Agreement 2018
Employment Type:	In accordance with employment contract
Hours of Work:	In accordance with employment contract

Position Summary

Administration Support Officers (ASO) with Flourish Australia are responsible for ensuring that assigned administration tasks are performed within a number of different operational functions throughout the organisation. This position is often the first point of welcome for people wishing to access Flourish Australia, and as such, requires a high level of professionalism in order to ensure that people’s experience interacting with Flourish Australia is fulfilling and rewarding.

In general, all ASO’s are responsible for:

- Answering telephones and greeting people at reception
- Weekly restocking of: -
 - Lunchroom supplies (coffee, sugar, tea, paper towels, & tea towels)
 - Bathroom supplies (toilet paper, hand paper towels, hand wash)
 - Office supplies: (topping up printer paper & printer toner, unpacking stationery)
- Filing, word processing, and data entry
- Maintaining records, such as car toll notices and penalty notices and travel requests
- Posting and distributing mail
- A variety of administration and project work as required
- Exercising appropriate judgement when working with others

Administration Support Officers (ASO) will ensure that support to staff is provided in an efficient, effective and professional manner, ensuring workplace functions, operations, delivery of service and desired outcomes are successfully achieved.

About Flourish Australia

Our name reflects our fundamental and enduring commitment to people’s mental health and wellbeing, supporting them to thrive and live a contributing life.

Vision

Flourish Australia’s vision is creating communities where everyone’s mental health and wellbeing flourishes.

Mission

Supporting people to flourish, believe in their future and their place in the community.

Values

Flourish Australia values hope, inclusion, partnership, diversity, integrity, respect, trust.

Relationships and Authority

Reports to: Manager

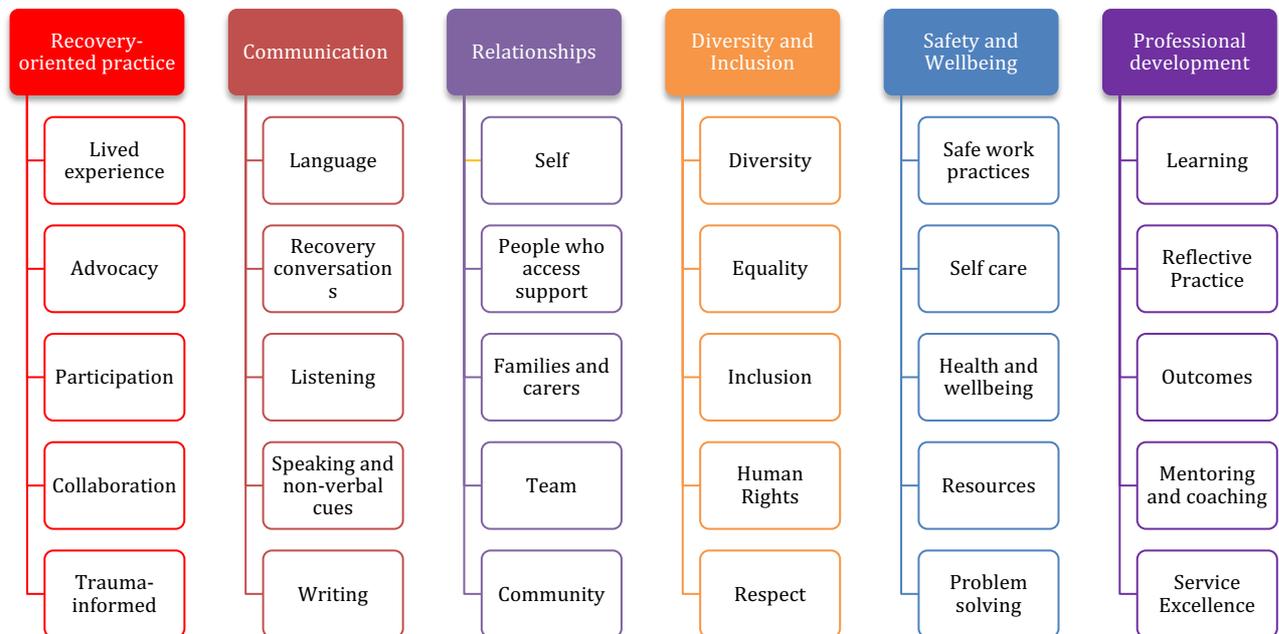
Direct reports: Nil

Organisational Accountabilities

- Abide by all Flourish Australia procedures and policies, and actively contribute to the development of the organisation’s procedures and policies, ensuring they are inclusive and recovery focussed.
- Actively ensure the health, safety and wellbeing of yourself and others at work in accordance with your delegated authority and in accordance with the Work Health and Safety Act 2011.
- Complete all mandatory training.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times.
- Actively promote a ‘no wrong door’ approach.
- Maintain privacy and confidentiality at all times
- Commit to the detection and prevention of fraud.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Work to support and promote the vision, mission, and values of Flourish Australia.

Key capabilities

Flourish Australia’s Capability Framework enables staff to develop their career with Flourish Australia. The Capability Framework consists of six core Capability Domains, which are core to the work we do.



A seventh (7th) domain is provided for position-specific competency.

Position demands/frequency

The following tables provide an overview of some of the common physical and psychosocial demands placed on all employees working in mental health.

Physical demands/frequency

Position demand	Frequency	Comments
Standing	Frequent	May be required.
Sitting	Frequent	Continuous and repetitive throughout the work day.
Crouching	Occasionally	May be required.
Kneeling	Rarely	May be required.
Stooping	Occasionally	May be required.
Walking	Occasionally	Continuous and repetitive throughout the work day.

Stair climbing	Occasionally	May be required (but depends on workplace)
Controls/fine motor skills <ul style="list-style-type: none"> • Hand/arm • Foot/leg 	Frequent	Essentially, fine motor skills are required to perform activities of driving, operating computers and other IT equipment, general cleaning support, as well as for administrative tasks.
Reaching (overhead)	Occasionally	Continuous and repetitive throughout the work day in community business settings.
Driving	Rarely	Driving is a frequent activity performed by the staff in this role.
Lifting and carrying <ul style="list-style-type: none"> • 2kg-5kg • 5kg-10kg • 10kg-15kg • >15kg 	Occasionally Rarely Rarely Rarely	All lifting and carrying at Flourish Australia needs to be performed by the employee and the chance of delegating to others is small. Other major lifts include shopping, laundry baskets and clothing.

Psychosocial demands/frequency

Position demand	Frequency	Comments
Working with distressed people	Rarely	e.g., episodic or grief situations
Working with people who may have experienced trauma	Occasionally	e.g., child abuse, history of violence
Exposure to distressing situations	Rarely	e.g., self-harm, death
Working with unpredictable or aggressive people	Rarely	e.g., drug and alcohol induced, episodic situations, visiting people's homes.

Key Tasks and Responsibilities

- Provide a professional reception service and/or provide reception relief as required.
- Sort and distribute incoming mail to areas and staff within the organisation, and dispatch outgoing mail.
- Update databases including but not limited to; motor vehicle information, client information, mailing lists etc.
- Assist with ad hoc projects and provide administrative support to Senior Managers as required.
- Assist with the coordination of meetings, including arranging catering, room set up and other requirements.
- Assist in the preparation/photocopying of reports, correspondence, meeting agendas and minutes, ensuring strict confidentiality at all times.
- Coordinate teleconferences, meetings and distribution of information to ensure effective communication is maintained.
- Coordinate travel and accommodation arrangements for staff as required.
- Coordinate the collection of data from all service locations for various reporting, planning and evaluation purposes.
- Coordinate the purchasing of stationery, office equipment and other provisions.
- Coordinate repairs and maintenance of office facilities.
- Operate a range of office machines such as photocopiers, computers and faxes.
- Undertake reasonable office tasks as directed.

Depending on the level of experience and location of work, ASOs may also be required to:

- Manage and distribute cab charge vouchers
- Order and maintain stationery supplies and other items
- Input referral data
- Update the reception manual & other relevant forms

Required Skills and Personal Attributes

- Be proficient with technology and have a workable knowledge of databases, including basic knowledge of Microsoft Office suite, Client Management Information Systems, and specialised databases.
- Work independently, and as part of a team.
- Obtain working knowledge of all Flourish Australia programs.
- Think creatively to solve problems.
- Have excellent interpersonal skills, be non-judgmental, be fair, patient, have willingness to listen and display empathy.
- Be people focused and have an excellent telephone manner.

- Value diversity and be respectful at all times.
- Be committed to professional and ethical conduct.
- Effectively organise and plan to accomplish a varied workload.
- Be able to maintain privacy, confidentiality, and appropriate boundaries with people accessing our services.
- Be able to perform under pressure and be willing to assist in meeting unexpected deadlines.
- Be self-motivated, responsible, and have a proactive attitude to work.
- Be courteous, efficient, and adaptable
- Take responsibility for one’s own actions, and manage position requirements, seeking guidance when required.

Key Selection Criteria

“Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate.”

Essential Criteria:

1. Formal qualifications in office administration or relevant certificates/training in office administration or other relevant qualifications as recognised by Flourish Australia
2. Experience in an office environment relevant to the level of the position (please see below).
3. Ability to use Microsoft Office Suite and ability to fully utilise other appropriate information management systems.

Desirable Criteria:

1. A carer role or having a personal lived experience of a mental health issue.
2. A background working in an NGO and/or mental health/disability sectors.
3. Current Australian Driver’s Licence.

Appointments will be subject to satisfactory Australian residency, Working With Children Check (if applicable), NDIS Worker Screening clearance and National Criminal Record checks.

Qualifications and Experience

ASOs at Level 1 have minimal or no certificate qualifications, and have a willingness to obtain a relevant certificate in the first 2 years of employment.

ASOs at Level 2 may have 1 to 2 years of industry experience and an appropriate certificate relevant to the work required to perform the role. They will have also attained previous experience in a relevant industry.

ASOs at Level 3 may have obtained a diploma or degree with relevant experience, or relevant certificate with extensive relevant experience.

Agreement

I, _____, have read and understand my obligations as an Administration Support Officer with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia’s policies and procedures.

Administration Support Officer

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to the People and Culture team.