



Supporting Mental Health & Wellbeing

Position Description Administration Support Officer

Flourish Australia, Supporting Mental Health & Wellbeing

Position Details

Position Title:	Administrative Support Officer (ASO)
Position Level:	Levels 1 – 3 (depending on experience and scope of work)
Award (or equivalent):	Social, Community, Home Care and Disability Services Industry Award 2010
Employment Type:	Full-time / Part-time / Casual (according to employment contract)
Hours of Work:	38 hours/week (or according to employment contract)

About Flourish Australia

Flourish Australia is one of the largest providers of non-clinical psychosocial mental health support services in Australia. We bring program diversity, a commitment to quality and intent to enable personal recovery for all who utilise our services.

Flourish Australia works in local communities to help people on their mental health recovery journey. Our services are designed to support people in the way that suits them best, whether that's through help finding a place to live, a job that's fair and rewarding, or more structured health services to assist day-to-day living.

Vision

Flourish Australia's vision is to enable full participation within a diverse and inclusive community.

Mission

Flourish Australia's mission is to work in the community with people with a mental health issue or psychosocial disability, their families and carers to provide recovery-orientated supports and resources.

Values

Flourish Australia values hopes and dreams, people focus and individual strengths, inclusion, partnership, diversity and recovery journeys.

Position Summary

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

Administrative Support Officers (ASO) may be distributed throughout Flourish Australia. 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 learning and development records, car logs, posting and distributing e-tags, and car toll notices and penalty notices
- Posting and distributing mail, including trips to the post office
- Posting and distributing e-tags
- A variety of administration and project work as required
- Exercising appropriate judgement when working with others

Administrative 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.

This position can be a diverse and satisfying position for people looking to develop their skills and advance their careers in office administration.

Relationships and Authority

Reports to: Manager

Direct reports: Nil

Level 1

At this level, you work under direct supervision and work outcomes are clearly monitored. If problems arise, solutions are found in established procedures and instructions documented in the Reception Manual. Assistance is readily available.

You may undertake routine office duties involving filing, switchboard, recording, checking and batching of accounts, invoices, orders, stores requisitions, and maintenance of an existing records system.

Level 2

At this level, you work under regular supervision and have freedom to act within established guidelines. Solutions to problems may require the exercise of limited judgment, with guidance to be found in policy and procedure. Assistance will be available when problems occur.

A feature of this level is that you may undertake a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgment within clearly established policy and procedure.

Level 3

At this level, you work under general supervision in the application of procedures, methods and guidelines that are well established. You have freedom to act within defined established practices and problems can usually be solved by reference to procedures, documented methods and instructions. Assistance is available when problems occur.

At this level, you will provide secretarial and/or administrative support requiring a high degree of judgment, initiative, confidentiality and sensitivity in the performance of work. You will also assist with or provide a range of records management services. You may also be required to supervise other ASOs.

Organisational Accountabilities

As an ASO with Flourish Australia, you agree to:

- 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.
- 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 Tasks and Responsibilities

In the course of performing your role as an ASO with Flourish Australia, you will, as required, provide the following:

- 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 registration process for staff attendance at training courses and conferences.
- Coordinate the collection of data from all service locations for 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
- Process Learning and Development applications and training requests once approved by Managers
- Update the reception manual & other relevant forms

Performance Measures

ASO's will know they have been successful in their role when they meet the following performance measures:

- Administration and documentation requirements are initiated and completed in a professional and timely manner.
- Demonstrated ability to undertake assigned duties, to work within agreed timetables and deadlines and to accept responsibility for accurate and efficient completion of each task.
- Demonstrated knowledge and understanding of appropriate equipment, legislation, policies and procedures.
- Treat all people accessing Flourish Australia with respect & equality, whilst being responsive to their needs.
- Maintain a professional and appropriate telephone manner and be responsive to telephone inquiries.
- Contribute to the provision of an effective service by ensuring accounts and reports are processed and forwarded within agreed timelines.
- Participate as an active member of a team, consistent with the philosophy and policies of Flourish Australia.
- Participation in at least one learning and development opportunity annually.
- Perform other tasks as required including; maintain stock of stationery, organisation of appointments, coordinating travel arrangements, completion of receipts, recording of money taken for petty cash, general filing, photocopying, laminating and mail in and out etc.
- Demonstrate the ability to work positively within a team to achieve team goals and work harmoniously and effectively with other team members to achieve service delivery excellence.

Required Skills and Personal Attributes

To be successful in this role, ASO are required to:

- 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 work in a professional manner at all times.
- Be able to maintain privacy, confidentiality, and appropriate boundaries with people accessing our services.
- Ability to perform under pressure and willing to assist in meeting unexpected deadlines.
- Be self-motivated, responsible, and have a proactive attitude to work.
- Be courteous, efficient, and adaptable
- Ability to take responsibility for own actions, and manage own 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.”

1. Formal qualifications in office administration or relevant certificates/training in office administration
2. Experience in an office environment relevant to the level of position applied (please see below).
3. Ability to use Microsoft Office Suite and ability to fully utilise other appropriate information management systems.
4. A carer role or having a lived experience will be an advantage.
5. A background working in an NGO and/or mental health/disability sectors is highly desirable.
6. Current Australian Driver's Licence.

Appointments will be subject to satisfactory Australian residency, Working With Children Check (if applicable), 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. You will have also attained previous experience in a relevant industry.

ASOs at level 3 may have obtained an associate diploma with relevant experience, or relevant certificate with experience, or relevant experience attained through previous appointments, services and study of an equivalent level of expertise and/or experience to undertake the range of activities required.

Agreement

I, _____, have read and understand my obligations as an Administrative 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.

Administrative Support Officer

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to Human Resources.