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| **POSITION DESCRIPTION** | |
| **Position Title:** | Administration Officer, Children & Families |
| **Service/Facility/Department:** | Children & Families |
| **Direct Reports:** | Nil |
| **Key Relationships:** | **Internal:** Service Manager, Coordinators, employees and volunteers |
| **External:** Department of Child Safety, clients of service, other community organisations, partnerships, stakeholders |

**Position Statement / Overall Purpose**

The overall purpose of the Administration Officer is to provide administrative support to the Children and Families service, staff and clients.

The Administration Officer will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Credentials, Qualifications and Other Requirements**

* Current Blue Card
* Current Licensed Care Service (LCS)
* Current Queensland Driver Licence

**Key Selection Criteria**

* General administration experience (filing, photocopying, collating documents) with attention to detail.
* Knowledge of Microsoft Office software (Microsoft Word, Excel and Microsoft Outlook).
* Excellent communication / people skills.
* Self-motivated attitude, enthusiastic.
* Ability to work effectively both within a team and independently.
* Experience within a community services, not for profit or similar organisation (desirable).

**Key Accountabilities and Responsibilities**

1. **Accountability: General Office Duties**

**Responsibilities:**

* Undertake reception and telephone duties as required, ensuring excellent ‘front-desk’ service is provided.
* Assist with the staff orientation and induction processes.
* Collection and posting of mail as required.
* Function planning as required.

1. **Accountability: Financial**

**Responsibilities:**

* Process petty cash and complete reimbursement claim form.
* Reconcile and balance petty cash floats.
* Process invoices.

1. **Accountability: Filing**

**Responsibilities:**

* Create client files.
* Attend to filing, auditing and archiving of client information in accordance with the organisation’s guidelines and procedures.

1. **Accountability: Administrative Support**

**Responsibilities:**

* Process timesheets and enter into PayGlobal.
* Maintain records for employee and volunteer credentials in PayGlobal.
* Maintain and update registers.
* Copy, collate and bind training manuals.
* Prepare mail-outs and newsletters.
* Assist with training preparation (copying materials, certificates, catering).
* Provide other administrative support to the Service Manager, Coordinators and other colleagues where necessary.

1. **Other Duties and Requirements**

* Participate in and contribute to the development and improvement of processes.
* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment.
* Act in accordance with Anglicare’s Code of Conduct and the organisation’s policies and procedures.
* Ensure that credentials and qualifications set out in this Position Description are current at all times.
* Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manger or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities.
* Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures.
* Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met.

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.