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| **POSITION DESCRIPTION** | |
| **Position Title:** | Administration Officer |
| **Service/Facility/Department:** | Mental Health & Wellbeing |
| **Direct Reports:** | Nil |
| **Key Relationships:** | **Internal:** Anglicare Managers and team members, MHW team |
| **External:** Clients and their families, medical professionals, educational facilities |

**Position Statement / Overall Purpose**

The overall purpose of the Administration Officeris to provide quality operational administration support to the Service and is responsible for maintaining an efficient and customer focused Reception for internal and external clients, other visitors and service providers; processing admissions and discharges of clients; and promoting and contributing to a positive team environment within the Service.

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 National Police Check
* Current Blue Card with Yellow Card Exemption
* Current Queensland Driver Licence and own reliable vehicle
* Certificate in Business Administration or similar (desired)

**Key Selection Criteria**

* Demonstrated strong experience in a similar role, including front desk experience/knowledge, word processing and filing.
* A commitment to the importance of high quality, friendly and courteous customer service
* Demonstrated ability to liaise, advise and work with staff, managers and clients at all levels and deal with complex and sensitive interpersonal matters
* Ability to work effectively as a member of a team and contribute to a positive work environment
* Ability to prioritise and manage competing deadlines, independently and as a team member
* Experience in the use of Microsoft Word, Excel and Outlook
* Able to sustain a high level of accuracy in a volume processing activity
* Demonstrated accounts payable/receivable and/or petty cash experience (desirable)
* General understanding of quality framework (desirable)

**Key Accountabilities and Responsibilities**

1. **Accountability: General Administration**

***Provides quality operational administration support to the Service***

**Responsibilities:**

* Liaise with Intake and Referral team and download client referrals for admission to Anglicare
* Prepare documentation for the admission of clients into the Service and subsequent discharge
* Manage incoming calls and front office, as required
* Attend to filing and archiving of client information in accordance with Anglicare guidelines and procedures
* Consult with Manager or appropriate staff when clinical judgement is required for referral
* Maintain understanding of medical terminology relevant to the Service’s activities
* Data and word processing; mail and assisting with office equipment/supplies and stationery orders
* Management, operation and operator level of maintenance of office equipment, such as photocopier, facsimile machine, computer equipment as required
* Additional administrative tasks when required, including administrative support to the Manager
* Where relevant, attend to the day-to-day running, monitoring, maintaining and servicing of work cars at service level
* Display initiative, discretion and judgement in carrying out of duties
* Complete Procura Applications, timeframes and end of month processes as per schedule
* Manage petty cash, as required

1. **Accountability: Communication**

***Demonstrates well developed interpersonal and communication skills in dealings with all persons both internal and external to the organisation.***

**Responsibilities:**

* Attend planned organisational or Service meetings as required
* Assist with public relations activities requiring community involvement and fundraising
* Support client focussed administrative service

1. **Accountability: Information Systems**

**Demonstrates competence in undertaking the information management tasks required for administration of the Service.**

**Responsibilities:**

* Follow information management security protocols
* Maintain appropriate computer programs or information systems relevant to the role
* Assist with documenting, collating and filing information required for reports and Service requirements
* Maintain central records of and collate information for different funding sources for the Service
* Maintain confidentiality of information according to the organisation’s policy

1. **Accountability: Quality Improvement**

***Continuously improves skills and systems which will in turn increase the efficiency and effectiveness of Service administration.***

**Responsibilities:**

* Actively participate in training activities to increase knowledge and skill levels
* Participate in performance appraisals
* Actively participate in quality improvement activities relevant to the role
* Work within and promote the organisation’s workplace health and safety policies, procedures and guidelines

**Other Duties and Requirements**

* 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 manager 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.