

JOB TITLE:	Administration Assistant Level 2	AWARD:	Social, Home Care and Disability Services Industry Award 2010
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THE DISABILITY TRUST

VISION

Creating an inclusive world built on trust, respect and equality, where people with a disability live the life they choose.

MISSION

The Disability Trust partners with people and their communities to support life enhancing opportunities for everyone to live, work and belong in an inclusive world.

VALUES

Our commitment to inclusion and choice is built and sustained by:

- Respect and Equality
- Trust and Honesty
- Creativity and Innovation
- Adaptability and Flexibility
- Tenacity and Resilience
- Partnership and Collaboration

THE SCOPE AND PURPOSE OF THE JOB

The Administrative Assistant supports management and other employees with a range of clerical support and responding to enquiries from external stakeholders. This position requires a range of administration support utilising initiative within a framework of established procedures. This may include assisting management with special projects.

RESPONSIBILITIES AND DUTIES

OPERATIONAL

- Undertake clerical tasks including typing / word processing, collating, photocopying, filing and data entry.
- Create, update and maintain various spreadsheets as required.
- Updating Carelink+ as required.
- Assist with the preparation of printed material for the organisation.
- Respond to customer enquiries.
- Prepare The Disability Trust publications for production in line with Style Guide requirements.
- Maintain busy switchboard when performing reception duties.
- Assist in preparing financial documentation.
- Maintain a well-equipped storage supply of office supplies and process stationary orders for the services/teams for whom the position provides administrative support.
- Oversee the effective maintenance and repair of office equipment.
- Attend meetings as required and assist with setting up facilities where required and taking of minutes.

- Provide limited guidance to Administrative Assistant Level 1 as required.
- Assist with ensuring kitchen and common areas are kept clean and tidy.

TEAM

- Actively participate in team meetings as required.
- Participate in Annual Performance Development Meeting and attend all identified training.

WORK HEALTH AND SAFETY

- Participate in employee consultation processes around The Disability Trust's Work Health and Safety Policy and relevant specific work practices.
- Undertake compulsory induction, WHS training and refreshers.
- Ensure all WHS instructions and Safe Working Procedures are followed including:
 - Comply with policy and training to ensure correct manual handling
 - Do not undertake any lifting against directions
 - Other safe working procedures as required
- Ensure workstation is set up correctly including screen height, position of chair and phone location.
- Be vigilant in monitoring individual work practices and report any concerns with respect to health and safety immediately to The Disability Trust.
- Report all hazards to supervisor promptly on appropriate form.
- Report all injuries promptly.
- Carry out all duties with diligence and due care for personal safety and the safety of others.
- Ensure safe usage of The Disability Trust's vehicles when required to drive.

INFORMATION TECHNOLOGY

- Utilise computer systems and software programs to ensure effective service delivery, communication and storage of information.

CORPORATE RESPONSIBILITIES

- Complete all compulsory training and submit all background checks to Human Resources before commencement of employment including updates as required.
- Display a commitment to the Mission, Vision and Values of The Disability Trust.
- Have a commitment to team work and contribute to the team and organisational performance.
- Ensure The Disability Trust Code of Conduct is adhered to at all times.
- Comply with all policies, procedures and work practices at all times.
- Ensure The National Standards for Disability Services are adhered to at all times.

CRITERIA

ESSENTIAL

- Relevant Cert III, Cert IV or diploma, or willingness to attain within 12 months
- Dedicated to providing exceptional administrative support to internal and external stakeholders.
- Excellent communication skills.
- Excellent MS Word, Excel, Outlook and the Internet.
- Intermediate skills in the use of databases.
- Minimum typing speed of 40wpm.
- Valid Australian Driver's Licence
- A cleared Working with Children Check (WWCC)
- Working with Vulnerable People Card (ACT)
- Current National Criminal History Check (cleared within the last 12 months)

DESIRABLE

- Understanding the needs of people with a disability
- Experience in the use of participant databases

PERSONAL QUALITIES

- Being adaptable to changing circumstances and being able to prioritise work.
- Focused on meeting internal and external stakeholder needs.
- Exceptional organisational skills.
- High standard of personal integrity.
- Ability to collaborate with others to achieve common goals.

PHYSICAL CRITERIA

- Standing for long periods of time
- Ability to reach overhead
- Ability to reach below knee height
- Ability to reach forward
- Sitting for long periods
- Lifting up to 5kg-10kg
- Frequent bending at knees and/or hips

KEY PERFORMANCE INDICATORS

OPERATIONAL

- Clerical tasks are undertaken with a high attention to detail.
- Documents are filed in accordance with standard procedures.
- Spreadsheets are user friendly and up to date.
- Carelink+ entries are in real time.
- Assistance is provided with external documentation and meet Style Guide requirements.
- Customer enquiries are attended to in a professional and efficient manner.
- Reception duties are carried out as required with all guests are greeted in a professional welcoming manner and are signed in at reception in accordance with emergency management procedure.
- All incoming calls on switchboard are answered within 3 rings and are transferred to the appropriate person.
- Assistance is provided in preparing financial documentation.
- Office supplies are stocked at appropriate levels.
- Office maintenance and repair is arranged and followed up as required.
- Meetings are well prepared for and accurate minutes are recorded using standardize documentation.

TEAM

- Contributions are made during team meetings.
- Participates in Annual Performance Development.
- Training is undertaken as required.

WORK HEALTH AND SAFETY

- All WHS instructions and procedures are followed.
- A defined satisfactory outcome from an annual WHS audit of systems is obtained.
- It can be demonstrated that all employees have appropriate qualifications/ experience/ skills for the tasks they are undertaking.
- Supervision and support to follow safe practices is available to employees.

INFORMATION TECHNOLOGY

- Effectively performs all necessary tasks using internal and external electronic systems and software.