

Position Description:

Centre Administration Officer



Role Title: Centre Administration Officer	Department or Function: Administration
Reports to: Multi-site Manager	Location: Designated Centre

ROLE PURPOSE

To provide administration support to the Multi-site Manager, centre team and families.

General Responsibilities

- Primarily responsible for answering all incoming calls
- Carry out all administrative and clerical duties as required
- Clearly explain administrative policies and procedures to staff and to families
- Collecting / distributing all incoming mail/faxes and ensuring daily mail is taken to post office
- Ensure that minimum stationery supplies are maintained and that regular purchase price checks are undertaken
- Monitor Centre planning calendar

Communication

- Check and transcribe answering machine messages
- Monitor key Lifestart events to enable timely preparation of associated resources, documents, information etc.
- Keep notice boards up to date, removing and filing items that are no longer current
- Communicate with families on the wait lists
- Organise mail outs of information to families, including email forwarding and tracking
- Prepare and distribute centre Newsletter as required

Ordering

- Seek quotations, prepare and place orders for services, equipment and supplies
- Check off delivered items against purchase orders / invoices
- Arrange payment or forward invoice to head office for processing

Documentation and data management

- Keep Lifestart policy, procedure, information and proforma documents current and in adequate supply
- Maintain a register of equipment and resources as needed
- Maintain databases
- Assist team members to access information on the database
- Assist Manager in the preparation of Intervention Support Program (ISP) documentation

Computer

- Utilise Microsoft Office programs to;
 - create and update word documents
 - manage time and appointments through outlook
 - gather and organise information using excel spreadsheets
 - assist in the management of the email system, including upkeep of address books and archiving
 - use powerpoint to assist in the preparation of presentations
 - assist in the production of newsletters, promotional flyers etc. using publisher

Standards

- Demonstrate knowledge of Equal Employment Opportunities (EEO), OH&S principles and the Disability Service Act (DSA)
- Maintain ethical and legal boundaries with clients, families and co-workers
- Maintain Duty of Care and confidentiality
- Support the rights of children and their families
- Empower children and their families

Essential knowledge/skills

- Demonstrated ability to work in a team environment
- Excellent written and verbal communication skills
- Demonstrated skills in administrative process
- Effective time management skills
- Excellent Computer Skills

Desirable Criteria

- Experience working in the disability sector
- Experience working in an early childhood setting
- Experience working with families from culturally and linguistically diverse backgrounds.

Approved by: Suzanne Becker, Chief Executive Officer

Date: December, 2011