

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.</p> <p>We've learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate partners and everyday Australians who provide generous support.</p> <p>Together, we stand with Australians in need until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	End homelessness and ensure people and communities in need can thrive.

Position Details:

Position Title:	ECEI and LAC Administration Officer
Division:	Community Services
Classification:	Administrative Employee
Level:	Level 4
Program:	NDIS Partners in the Community
Reports to:	Administration Coordinator
Position Purpose:	<p>The National Disability Insurance Scheme (NDIS) is a federally funded Scheme administered by the National Disability Insurance Agency (NDIA) to support people with disability in accordance with the United Nations Convention on the Rights of Persons with disabilities. The NDIA has partnered with Mission Australia to administer the Scheme, to offer supports in local communities via a Partners in the Community Program.</p> <p>The Administration Officer will work to ensure effective administrative practices are implemented. This will involve building relationships internally and externally, adhering to compliance and administrative responsibilities, and creating a welcoming atmosphere for clients and staff.</p> <p>The Administration Officer will be the first point of contact for all site visitors and inbound service calls and emails, managing workflow through the NDIA Client Record Management system, as well as fulfilling other key administrative tasks that are vital to the efficient running of the service.</p>

Position Requirements (What are the key activities for the role?)

Key Result Area 1	Office Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Develop and implement systems/procedures to ensure the effective administrative practices, both on Mission Australia and National Disability Insurance Agency IT systems; • Maintain general office environment, including cleanliness and tidiness of communal areas; • Manage and maintain all compliance registers as directed by the Service Area Manager/ Program Manager; • Manage local accounts payable tasks and other general budget related activities as required; • Process procurement and stationery orders for the teams, ensuring they are approved and documented as required by policy; • Monitor use of first aid supplies and order stock when required. • Schedule First Aid training and Fire Warden refreshers as required and file certificates on completion; • Maintain adherence with all internal and external policies and procedures, including OHS and Privacy and assist in the development of policy & procedure and safe work practices. 	<ul style="list-style-type: none"> • Office administration is efficiently completed and up to date; • Administrative systems are designed to maximise the efficiency of administrative processes; • Assistance is provided as required with developing/ maintaining Policy & Procedures, and Safe Work Practices; • Electronic and hard copy filing/ archiving are carried out in accordance with MA & NDIA policies and procedures, and best meet the needs of the service; • Invoices are paid on time and in accordance with Mission Australia's Finance Policy; • Budget related tasks are administered appropriately, in accordance with MA policy and guidelines; • First Aid supplies kept fully stocked, and workers have received and maintained their First Aid / Fire Warden training; • The office environment is well maintained; • Office supplies are readily available and appropriate levels of stock maintained.
Key Result Area 2	Customer Service
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Manage the reception/front office area including taking phone calls, handling enquiries and receiving guests; 	<ul style="list-style-type: none"> • The front office/reception area is managed efficiently with all visitors/guests and phone calls handled in a timely manner;

<ul style="list-style-type: none"> • Update and review the National Disability Insurance Agency’s Case Management Record system when; taking inbound calls and following interactions with NDIS Participants or their stakeholders; • Ensure all interactions with internal and external stakeholders are conducted in a professional, friendly, inclusive and accessible manner; • Resolve general queries received by members of the public, and NDIS Participants and their stakeholders; • Ensure appointments are booked with stakeholders in a manner that is welcoming, timely, and meets their accessibility needs; • Ensure that appointment attendees are provided with all the relevant information for their appointment to take place, in a format that meets their accessibility needs; • Develop relationships with clients and other stakeholders to uphold the image of Mission Australia. 	<ul style="list-style-type: none"> • Clients and stakeholders are treated with dignity and respect at all times, and with an attitude that offers encouragement and acceptance; • General queries are resolved at initial point of contact with the service; • All correspondence and queries are responded to or actioned in a timely manner; • Communication to all stakeholders is welcoming and inclusive; • People contacting the service for general enquiries or to make appointments, report that they received the required information in a way that meets their accessibility needs.
<p>Key Result Area 3</p>	<p>Team Support</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Schedule appointment bookings; • Coordinating the use of site meeting/ appointment rooms; • General administrative support for the site and for leadership as required, e.g. Preparation of Presentation Briefs, Vehicle request forms for approval; • Develop relationships with administration staff across Mission Australia to facilitate the sharing of best practice, providing access to required information in line with the 	<ul style="list-style-type: none"> • Scheduling appointment bookings are conducted in the required timeframes per KPI requirements, and seamless transitions across site meeting rooms occur; • Required updates to the National Disability Insurance Agency’s Case Management Record system are completed in a timely manner; • Accurate documents are prepared and organized in a timely and efficient manner;

<p>confidentiality policies pertaining to the Partners in the Community grant agreements;</p> <ul style="list-style-type: none"> • Providing other team support activities as required to support the delivery of the service. 	<ul style="list-style-type: none"> • Relationships with all staff allow information to be quickly and easily shared; • Relationships are developed and maintained with other Administrators; • Effective relationships are built with service staff and leadership, and positive feedback is received.
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Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.

Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace.
- Ensure required workplace health and safety actions are completed as required.
- Participate in learning and development programs about workplace health and safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

Purpose and Values

- Actively support Mission Australia's purpose and values.
- Positively and constructively represent our organisation to external contacts at all opportunities.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
- Operate in line with Mission Australia policies and practices (e.g. Financial, HR, etc.).
- To help ensure the health, safety and welfare of self and others working in the business.
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards.
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#).
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

Mission Australia is an equal opportunity employer committed to making reasonable adjustments to ensure our workforce is representative of the people we serve.

Qualification, knowledge, skills and experience required to do the role

- Experience in working in fast paced and high-volume work environments
- Experience in appointment bookings and inputting information into client record management systems
- Advanced computer skills in Microsoft applications;
- Experience in customer service;
- Demonstrated solutions focused thinking and problem solving;
- Experienced in the use of databases and online information systems;
- Willingness to learn new IT systems in line with the Service requirements;
- Ability to engage and work inclusively with ATSI, CALD & LGBTIQA+ Communities.

Key challenges of the role

- Managing a number of competing priorities and varied administrative tasks in a fast-paced environment, whilst working inclusively to support all staff, clients and stakeholders.

Compliance checks required

NDIS Worker Screening Check	<input checked="" type="checkbox"/>	
Working with Children	<input checked="" type="checkbox"/>	
National Police Check	<input checked="" type="checkbox"/>	
Vulnerable People Check	<input type="checkbox"/>	
Driver's Licence	<input checked="" type="checkbox"/>	
Other (prescribe)	<input checked="" type="checkbox"/>	NDIA On-Boarding requirements

Approval

Approval date