

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Administration Officer	Department	Regional Services
Location	Berri	Direct/Indirect Reports	Nil
Reports to	Regional Coordinator Riverland	Date Revised	June 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0039546

### • Position Summary

The Service Support Officer is responsible for supporting the administrative and service delivery functions of the Red Cross regional office in Berri for 2 days per week. The all-rounder position will assist with customer enquiries, program support, office administration and supporting transport, in line with the Community programs within Riverland and Mid Murray Red Cross.

### • Position Responsibilities

#### Key Responsibilities

- Ensure client enquiries are processed in an efficient and timely manner
- Demonstrate excellent customer service to all clients either face to face or via the phone
- Demonstrate a strong focus on customer service and client rights to all clients, their advocates and other stakeholders
- Market the social trips to external groups in the community (and tailor them to community needs where required) Book venues for group gatherings – work with key volunteers re planning of these seasonal outings
- Coordinate first aid and psychological first aid training in Berri and the regions
- Support the operations officer with reconciliation of trip sheet checking, referral checking and monies
- Maintain data quality in all systems, through accurate record keeping in both electronic and paper based information management systems, and in the My Aged Care portal
- Excellent attention to detail and accuracy required in all aspects of the role
- Engage good time management skills and ability to prioritise work demands
- Work in cooperation with Regional Coordinator and Quality and Transport Scheduler to develop and implement strategies to improve client customer service experience
- Undertaking EFTPOS transactions.

### • Position Selection Criteria

#### Technical Competencies

- Excellent customer service skills and demonstrated experience in a similar position including cash handling and complex client enquiries
- Well-developed analytical, problem solving and decision making abilities

Position description

Template authorised by: Janice Murphy, National Recruitment Manager

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Date: July 2016

**CRISIS CARE COMMITMENT**

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- Experience in effective communication with a diverse range of people, including clients, volunteers, external stakeholders, service providers and individuals from varying cultural and linguistically diverse backgrounds
- Excellent written and oral communication skills
- Demonstrated empathy towards client groups who are ageing, living with disabilities and special needs groups as defined by the Commonwealth Government
- Ability to exercise initiative, discretion and judgment in working both independently and as part of a team
- Ability to be self-directed with high organizational skills and a demonstrated ability to prioritise a demanding workload
- Possess a high level of computer skills in Microsoft Office Suite and in various information management systems
- Excellent attention to detail and accuracy required in all aspects of the role
- Knowledge and understanding of the aged care and disability sectors
- Demonstrated knowledge of the terms and conditions in the sector: Wellness, re-ablement, dementia, LGBTIQ, CALD and ATSI, Privacy and Confidentiality, Carer and cultural appropriate services delivery
- Basic proficiency in MS Office or similar software and experience using databases.

### Qualifications/Licenses

- Certificates III or IV in Administration highly desirable
- Relevant qualifications, skills and / or experience in aged care and voluntary service, administration, or related fields
- Experience in working with a volunteer workforce
- A current SA **driver's** license
- A Working with Children check is a mandatory requirement for this role.

### Behavioural Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Being culturally competent |** Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Personal effectiveness | Managing my behaviours |** Demonstrated track record in managing emotions and behaviours and understanding their impact on others. Ability to self-monitor and make improvements to manage own performance.
- **Team effectiveness | Managing performance |** Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **Organisational effectiveness | Managing risk |** Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

## □ **General Conditions**

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:  
**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters