

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Administration Officer	Department	Community Programs – Services Portfolio
Location	Townsville Wellbeing Centre	Direct/Indirect Reports	Nil
Reports to	Team Leader	Date Revised	Jun 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0018943

■ Position Summary

Reporting to the Team Leader, the Administration Officer will work under general guidance and undertake a range of administration activities that contribute to enabling operational goals and work plans. The role is responsible for coordinating efficient and effective administrative procedures in order for the Wellbeing Centre to achieve its operational and strategic plans. The Townsville Wellbeing Centre provides safe and affordable accommodation and personal wellness support to patients, their families and carers coming from rural and remote areas needing access to Townsville Hospital.

Service users will benefit from this role's demonstrated local knowledge, business support skills and their commitment to contributing to place and community outcomes as it performs all aspects of the role in a humanitarian and client focused way.

■ Position Responsibilities

Key Responsibilities

Working under general guidance of the Team Leader you will be accountable for a range of activities requiring the application of your acquired skills and knowledge to ensure that frontline duties are carried out in accordance with Red Cross policy and procedures. The overall functional responsibilities include but not limited to:

- Ensure routine knowledge and information systems are maintained in a timely manner ensuring that key information and corporate knowledge is retained, accessible to others and improves business outcomes
- Perform administrative tasks using MS Office computers as required
- Ensure accuracy and maintain appropriate office management systems (electronic and manual) including filing and quality assurance document control systems
- Raise any business system and process issues experienced, including risks with line manager in order to contribute to the maintenance and development of efficient administrative and business systems
- Assist the line manager to capture and store routine information and data that is required for internal and external reporting
- Follow organisational policy and procedures relating to monitoring and maintenance of facilities, equipment, front of house liaison, amenities and resources
- Contribute to the daily financial operations including petty cash, purchase ordering and lodgment of routine financial data

- Administration of processing invoices with Red Connect meeting the organisation's financial audit requirements
- Respond to enquiries from the community, disseminate information and communication materials in an accurate and timely manner offering a culturally safe service for community members
- Contribute to the promotion of a strong customer focused culture, ensuring our approach is responsive to the operational and strategic needs of the organisation
- Provide support and guidance to volunteers
- Contribute to a positive, innovative and inclusive workplace culture and participate in program planning and review processes and celebrations
- Actively participate in Supervision and Red Cross Performance Development processes.

■ Position Selection Criteria

Technical Competencies

- Demonstrated business/administrative support experience and ability to follow established routines, methods, standards, policies and procedures to ensure quality and compliance are maintained
- High level of computer literacy in a variety of software packages including Microsoft applications
- High level customer service to a range of internal and external stakeholders
- Records management and general office administration skills with experience in handling sensitive and confidential material
- Demonstrated organisational and time management skills
- Ability to resolve minor procedural issues
- Sound written communication skills to ensure clear, concise and accurate documentation for senior leadership and stakeholders
- Demonstrated initiative, attention to detail with the ability to multi-task, and work under pressure to meet deadlines
- Ability to work within a continuous improvement framework
- Ability to work as part of a team environment with the capacity to work independently and adaptively to meet changing organisational needs
- Knowledge of and experience of working with Aboriginal and Torres Strait Islander peoples
- Applied knowledge of the role of volunteers and how they can add value (desirable)
- Applied knowledge of administrative, corporate and/or business processes and systems within a large diverse community organisation, gained through previous experience, training or education (desirable)
- Knowledge of/experience in not for profit/human service sector (desirable)

Qualifications/Licenses

- Certificate level qualification in Business Administration or equivalent is desirable
- Current and valid Australian Driver's License.

Behavioural Capabilities

- **Personal effectiveness | Solving problems |** Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **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.
- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Communicating |** Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients |** Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.

■ 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.