



OPERATIONS TEAM

ASSISTANT – 6 MONTH TEMP

Use your Administration & Organisational skills and experience to make a real difference in the lives of people living with disability.

Apply to join the Able Australia team today and let's make a difference together!



POSITION
DESCRIPTION



About Able Australia

Do you want to work for a leading and established service provider that delivers innovative and diverse support services that lead the way in best practice?

Does the idea of supporting a dynamic team of Senior Managers excite you?

Able Australia is a leading disability service provider, working across Tasmania, Victoria, the ACT and South East Queensland. For over 50 years we have been delivering quality support services to people with disability, proudly supporting our clients to reach their full potential.

We are driven by the values of Trust, Respect, Excellence and Kindness, which underpins the care we give. We lead the

way in providing supports that reflect evidence-based best practice, working in long term partnership with our clients and their loved ones, achieving '**Better Days Every Day**'.

As a registered provider under the National Disability Insurance Scheme (NDIS), our vision is to enable the people we support to live the life they choose.





Is this role for you?

This full time temporary position is an essential role in the Able Australia National Operations team.

Working with the Regional Operations Managers and their teams, you will ensure the smooth flow of information both within Operations and across the organisation.

You will be an **experienced administrator** with excellent written & verbal **communication** skills, a high level of **computer literacy** and enjoy working in a fast-paced environment, where no two days will be the same.

The National Operations team is at the forefront of ensuring that people with a disability are supported to meet their needs and desires and achieve '**better days every day**'.

To be successful in this role you will be a people person, approachable, dependable and deliver results. You will possess the following

attributes:

- **Honesty, integrity and enthusiasm.**
- Establish **professional working relationships** with ease
- A **proactive**, goal and results-oriented mindset with the ability to work independently and be a great **team player**.
- Be open to **change** and alternatives.
- Values **diversity** and positively engages with diversity.
- Has great attention to detail and good **time management**.
- **Reliable and trustworthy.**
- Learns from experience and identifies areas for improvement.
- Listens actively and inspires confidence and **teamwork**.





Skills and experience required to be successful in this role

Essential

- Excellent written & verbal communication skills and
- Ability to build professional working relationships with ease.
- Intermediate to advanced in Microsoft Office Suite.
- Ability to plan and manage the workload and meet deadlines.
- Strong attention to detail.
- Previous experience in a busy office environment.
- Data literate – ability to analyse, monitor and report data and information.
- Experience managing the Outlook calendar of a busy senior manager.
- NDIS Worker Screening Check

- Double COVID vaccination or medical exemption.

Desired

- Experience working in the Disability sector although not essential, is desired.





Primary duties & responsibilities

- General word processing, photocopying, & scanning.
- Maintain excellent customer service and represent Able Australia in a positive and professional manner at all times.
- Organise meetings and manage diary appointments for the Regional Operations Manager.
- Answering 1300 number calls and appropriately delegating enquiries to relevant business areas.
- Liaising with Area Managers, Residential Service Leads and Disability Support workers on behalf of the Operations team.
- End of month reporting, including identification of any gaps for escalation to senior management and dissemination of information to relevant stakeholders
- Prepare meeting agendas and take minutes at monthly meetings.
- Monitoring and recording of leave requests for the Operations team.
- Assist Area Managers and Team Leaders with rostering of casual staff as required by working collaboratively with the rostering team.
- Working alongside the Finance team to track client Service Agreement information to ensure timely actioning of upcoming agreements.
- Assistance with recruitment by arranging interviews, documentation, reference checks and creating new files for staff.
- Organising and liaising with RTO's and Able Australia Learning & Development Lead for training requirements for staff and recording of training data in relevant data base.
- Liaising with National Fleet Manager relating to servicing, repair and maintenance of company vehicles.
- Credit Card reconciliation for the Regional Operations Manager and Area Managers, entering information in Excel and on forwarding for approval.
- Coding and approval of general invoices.
- Organising and maintaining filing systems.
- Undertake other ad hoc duties commensurate with the position as reasonably directed.





Benefits of joining Able Australia

1



Opportunity to work for a growing organisation that demonstrates industry leadership.

2



Flexible starting times and working from home options offering a better work/life balance.

3



Ongoing training and professional development opportunities to enhance your knowledge and skills.

4



Warm, caring and genuinely supportive team environment including a 24/7 Employee Assistance Program.

5



Attractive Salary packaging benefits.

6



Continuous support and supervision to enable you to develop and progress.





How to apply

To apply for this job, simply follow these steps:

1. Click on the **APPLY NOW** button.
2. Complete the **online application form**.
3. You will need to **upload your resume and a cover letter** explaining why you are interested in this job along with your skills and experience.
4. You will be requested to upload a copy of your **Working with Vulnerable People Card (TAS & ACT) / Yellow Card (QLD) and Australian driver's licence** and provide **evidence of your NDIS Worker Screening Check clearance and Covid-19 vaccination or medical exemption**.

**Applications must be submitted by close of business
Friday 17 December 2021**

Please note: You must be eligible to work in Australia to be considered for this position. Employment is conditional upon screening checks throughout employment.

If you have any particular question regarding the position or need to find out more, please contact our team.



People and Culture

Able Australia | National Office

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W: ableaustralia.org.au





Position Description Agreement

Performance Review:

This position description broadly outlines the requirements of the role. All Able Australia positions also require a specific performance agreement – a set of key result area (KRA) related performance goals, but grounded on site specific/local needs, with measures for a specific period (typically 12 months). Progress of that agreement is reviewed regularly with the employee's manager.

Statutory Requirements/Compliance:

Able Australia employees are required to:

- Manage work practices for health and wellbeing of all staff/clients within the area of responsibility and ensures Able meets all statutory WHS requirements for the operation of services.
- Identify and manage risks and encourage all staff to participate in this process.
- Oversee and manage the implementation of the Able Quality System and ensure that prescribed quality outcomes are achieved.
- Ensure that work practices comply with all relevant legislation and statutory requirements, policies and procedures e.g. Medication Administration, incident management, BSP and PRODA reports etc.

I, _____ have read, understood and agree to comply with this position description.

Signature: _____ Date: _____

