# **Catholic Dio MN Logo png.png**

# **POSITION DESCRIPTION**

## Administration Assistant

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| **1. POSITION TITLE** Administration Assistant | **2. ORGANISATION LOCATION**  Mayfield | **3. PERFORMANCE MANAGER**  Assistant Director |
| **4. POSITION CATEGORY**  SCHADS Award | **5. CLASSIFICATION**  Level 2 | **6. POSITION STATUS**  Part Time |
| **7. POSITION SUMMARY**  The position of Administration Assistant will be the first port of call for any clients or visitors attending the office or calling reception phones at CatholicCare. The Administration Assistant position is required to provide high quality customer service and administrative support to all programs at CatholicCare. The Administration Assistant will be committed to having a positive, friendly and approachable demeanour that will assist staff, clients and visitors to feel welcome. At CatholicCare, we have a no wrong door approach; If we can’t assist you with the services we provide then we will find a service that can assist you. The Administration Assistant position is based in our Mayfield office however, may be asked to backfill reception at other offices where required. This position is Monday – Friday, 30 hours per week. | | |
| **8. PERSONAL ATTRIBUTES / SELECTION CRITERIA**   * Qualifications in Business Administration or equivalent relevant experience in a previous administration position. * A commitment to having a positive, friendly and approachable demeanour. * Excellent organisational skills with ability to prioritise and manage several tasks at one time in order to meet a deadline. * Ability to work autonomously or as part of a team. * High-level computer skills in use of Microsoft programs including Word, Excel, PowerPoint, and Publisher. * Demonstrated awareness of confidentiality & boundaries of practice. * A commitment to work within CatholicCare’s Mission, Vision and Values | | |
| **9. QUALIFICATIONS/LICENCES**  **MANDATORY**   * Qualifications in Business Administration or equivalent relevant experience in a previous administration position. * First Aid Certificate   **DESIRED / OPTIONAL**   * Experience working with multicultural clients. * Experience working with clients with mental health issues and an understanding of basic mental health first aid. | | |

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| **10. ORGANISATIONAL ENVIRONMENT**  CatholicCare Social Services Hunter- Manning is a not for profit organisation and a mission and outreach agency of the Catholic Diocese of Maitland-Newcastle. Our services include; child and family services, disability support, mental health services, counselling and refugee services. CatholicCare currently operates across six sites in the Hunter-Manning and we are committed to delivering services in line with our three pillars of Unity, Quality and Sustainability |
| **11. MISSION - VISION - VALUES**  **Our Mission…**  CatholicCare Hunter Manning listens and responds by working together with communities to build a stronger, fairer and kinder society that values children, young people, families and individuals. Through Christ’s mission we seek to provide opportunities for people to ‘have life and have it to the full’. Our Vision… For inclusive, just and strong communities. We nurture, respect and encourage strong relationships where the individuality and strengths of each person are respected, valued and celebrated. Our Values… Respect – we show consideration for all and recognise each other’s differences.  Justice – we believe in and actively seek and encourage equality for all  Connection – we are committed to developing and enhancing meaningful relationships with our communities including agencies of the Catholic Diocese of Maitland-Newcastle, funding bodies and like-minded organisations that uphold a commitment to assisting the vulnerable.  Collaboration – we encourage teamwork that achieves tangible outcomes through open communication, lateral thinking and positive reinforcement. |

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| 12. Key Performance Area | **Key Tasks** | | **Performance Indicators** |
| General Administration | * Answer all calls to reception phone and check voicemails daily. * Greet clients and visitors to the office. * Complete monthly stationary orders are maintain office supplies such as tea, coffee etc. * Log all building and maintenance requests through MEX. * Complete weekly banking. * Collect ingoing and post outgoing mail daily including organising mail and packages to be couriered where needed. * Maintain any office registers or lists such as a key register or staff contact list. * Ensure safety checks on all fleet vehicles are completed monthly. * Organise all services for fleet vehicles. * Maintain petty cash and complete reconciliations. * Assist with collating information needed to subpoenas. * Organise monthly birthday and anniversary celebrations for the staff in the office. * Assist staff with any room and car booking enquiries. * Assist with any photocopying or scanning as requested. * Provide support to all teams with interviews including greeting and providing questions to candidates where requested. * Collate and distribute accommodation lists. * Adhoc duties as directed by line manager. | | * Reception phones are answered as calls come in. Voicemails are responded too on the same day they are listened too. * Clients and visitors are greeted in a friendly manner when they enter the office. * All stationary orders are completed monthly and office supplies are stocked. * All building and maintenance requests are logged on MEX in a timely manner. * Banking is completed weekly. * Mail is posted and collected daily. Couriers are organised for packages and mail where needed. * Registers and lists are updated on an as needed basis. * Safety checks are completed and documentation is returned to Quality and Compliance each month per vehicle. * Required car services per vehicle are completed on an as needed basis. * Petty cash amounts are balanced and reconciliations are completed in a timely manner as needed. * Assistance is provided to each program with collating information for subpoenas. * Birthday and Anniversary celebrations are held monthly. * Assistance is provided to staff for room and car bookings as required. * Assistance is provided to each program with photocopying and scanning as required. * Candidates are greeted as they arrive and handed questions where requested by team managers. * Accommodation lists are distributed weekly. |
| Permanency Support Program | * Greet parents, carers, children and young people when they attend the office for Meetings, Family Time Visits etc. * Purchase of gift cards for children and young people who have self-placed. * Arranging flowers/cards for special occasions. * Assisting with uploading documents for the care team as required. * Assisting with upload of emails sent to all carers in the care team in designated office. * Printing and collating files for adoption and guardianship assessors. * Maintain and update child allocation spreadsheet in designated office. * Follow up carer reimbursements with finance where requested by care team manager. * Assist with uploading documents into CTARS where required. | | * Parents, carers, children and young people are greeted as they enter the office. * Gift cards are purchased in bulk and given out with approval from Care Team Manager as needed. * Flowers and cards are arranged with approval from Care Team Manager where appropriate. * Documents are uploaded as required. * Emails are uploaded for all carers in the care team in designated office. * Printing and collating files is completed in a timely manner as required. * Child allocation spreadsheets are maintained and updated for designated office. * Carer reimbursements are followed up as requests by care team manager. * Documents are uploaded into CTARS in a timely manner when required. |
| Young Adult Services | * Schedule counselling appointments for the young people in the program. * Direct calls from young people in the program to the appropriate case worker. * Assist with handing out property keys to external providers such as maintenance workers as requested by the property officer. | | * Counselling appointments for young people in the program are scheduled as soon as possible. * Calls from young people in the program are directed to the appropriate caseworker as they are received. * Keys are handed out to external providers as requested by the property officer. |
| Multicultural Services and Food Programs | * Provide admin support to our Multicultural Services and Food Programs as requested by the Assistant Director | | * Admin support is provided when requested. |
| Work, Health and Safety | * Be aware of our WHS Management System policies and employee responsibilities in relation to WHS legislation. * Participate in WHS training as required. * Designated first aid officer for Mayfield office. | | * Has demonstrated knowledge on WH&S requirements, policies and service needs. * Has current first aid certificate and maintain it’s validity. |
| Confidentiality | * Maintain absolute confidentiality at all times in relation to the clients and the operation of the service. | | * Confidentiality is maintained in regards to clients, staff and service operations. |
| **13. KEY RELATIONSHIPS & COMMUNICATIONS** | | | |
| **RELATIONSHIP** | | **PURPOSE & FREQUENCY** | |
| 1. Assistant Director | | Daily for task allocation, supervision and support. | |
| 2. Administration Assistants | | Regularly for support and teamwork. | |
| 3. Shared Services Business Partners | | Regularly for any technology, human resources, finance or property issues. | |
| 4. Office team members | | Regularly for assistance with any day to day issues. | |
| **14. SIGNIFICANT CHALLENGES** | | | |
| **What?** | | Why? | |
| Prioritising workload to ensure tasks for all programs are completed. | | Administration Assistants must be able to prioritise own workload to ensure tasks are completed. | |
| Have a positive, friendly and approachable demeanour that will assist staff, clients and visitors to feel welcome. | | Administration Assistants are the first port of call and provide the first impression for all internal and external people accessing CatholicCare. | |
| **15. EMPLOYMENT CONDITIONS** | | | |
| All CatholicCare employees are required to participate in performance management, in accordance with our policies and procedures.  In line with our values, all CatholicCare employees are offered appropriate education and development opportunities, some of which may require compulsory attendance. | | | |
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| **REMUNERATION**  Remuneration will normally consist of:  Base Salary, plus,  9.5% Superannuation  Remuneration packages may vary. Some packages may also include:  Motor Vehicle  Mobile Phone  Laptop  All eligible employees have the option to salary sacrifice base salary for $15,898 tax free benefits. | | | |
| **16. LEGISLATION & CATHOLICCARE POLICY** | | | |
| **Staff must:**   * Abide by the laws of the Commonwealth of Australia and NSW and the policies of CatholicCare. Any criminal or civil action taken against the occupant must be reported immediately to the Director/HR Manager; * take reasonable action to familiarise himself / herself with CatholicCare policies and procedures., and compliance with WH&S laws and regulations; * not take advantage of their role in CatholicCare for personal gain; * take responsibility for their personal safety and the wellbeing of other employees, clients, contractors and other visitors to CatholicCare; and, * Only make decisions within their delegated responsibilities. | | | |
| **17. EXPECTED EMPLOYEE BEHAVIOUR**  **Employees must:**   * Display a commitment to the Mission, Vision & Values of CatholicCare * Display respect for themselves and their colleagues * Have a commitment to teamwork and contribute to the team and organisational performance by seeking ways to continually improve * Interact with residents/clients in a correct manner * Attend staff meetings and compulsory education when required * Maintain confidentiality and exercise discretion in relation to all CatholicCare matters and personal information concerning colleagues and residents / clients. | | | |
| **18. ORGANISATIONAL CHART - Main functional links (unbroken) and main relational links (dotted)**  Director  Assistant Director  Administration Assistant | | | |
| **P.D Last Reviewed** **Next Review is due on** | | | |
| I have read, understand and agree to the content of this position description.  Signature................................................... Print Name.................................................................  Date....../............/............. | | | |