



Position Description: Administration Assistant

Classification	SACS 2
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Reporting to	Business Manager/ Office Manager
Working environment	Any location where The Parkside Foundation provides support services

OUR VISION:

To live a full life with purpose

OUR MISSION:

To ensure that Parkside Foundation is the first choice of service provider for Tasmanians living with disability and the first of choice for Tasmanians seeking aged care.

OUR VALUES:

To listen to those we support and to each other
To respect the families and those closest to the people we support
To deliver results to reach the goals of those we support

We strive to provide the highest quality, personalised services that are family-oriented, responsive and adaptable.
We value each person and treat people with respect, honesty, equality, dignity, choice, privacy and confidentiality.
We work in partnership with a range of organisations to maximise outcomes for these people.

The Parkside Foundation is a non-profit organisation.

POSITION SUMMARY

An employee at this level will work under general guidance of the Office Manager and undertake a range of activities requiring the application of acquired skills and knowledge, have an understanding of work procedures relevant to their work area. Employees will be responsible for managing time, planning and organising their own work in coordination with the Administration Team, and may be required to oversee the work of a limited number of employees at a lower classification.

An Administration Officer will provide administrative support services to the Directors, staff and clients of the Organisation, assist with the implementation of reception and administrative operations and participate in day to day operations.

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Code of conduct

All employees must support the philosophy of the Organisation and abide by the code of conduct.

Occupational Health and Safety

As an employee, you must be aware of and comply with requirements of the relevant Workplace Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the organisations occupational health and safety policies and procedures.

Performance review

A Performance Review will be conducted using the Organisations Performance Management Process.

Service Objectives

To provide clients with high quality support that addresses individual needs and enhanced independence, abilities, community participation and/or quality of life. The employee is expected to operate with:

- A high level of commitment
 - Efficient follow through of any tasks until completion or as otherwise agreed with by the site coordinator/manager or delegated staff
 - Consideration, understanding and respect for clients and their families
 - An understanding of the need for consultation, where relevant, and in collaboration with colleagues, coordinators, managers, external partners and other staff
 - An appreciation of the necessity to use initiative and find positive solutions in response to identified needs
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Level of Responsibility

This position is directly responsible to their immediate supervisor for all aspects of service delivery and organisational management whilst at work. The performance of this position is subject to general guidance by the immediate supervisor. The employee is required to undertake a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgment within clearly established procedures and/or guidelines.

Supervision

At this level an employee works under regular supervision and operates within established routines, methods, standards and procedures and is responsible for managing time, planning and organising their own work and may be required to provide limited guidance to a limited number of employees at a lower classification.

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Position Requirements

- An awareness of the organisation's Strategic Plan objectives
- Ensure that the service provided is in keeping with the Disability Service and Aged Care Standards and the policies and procedures of the Organisation
- Respect each person's right to privacy and dignity
- Model appropriate, non-discriminatory behaviour at all times
- Client's needs are met and their dignity is maintained
- Maintain confidentiality of clients, their families and the organisation
- Take responsibility for your own emotional and physical well being
- Identify and work within own roles and responsibilities
- Establish and maintain a professional relationship with colleagues and other agencies and engage in personal and professional development
- May be required to provide guidance to new employees and students
- Communicate any difficulties in a timely and appropriate manner to your supervisor
- Provision of front of house and telephone reception duties as required
- Provision of administrative support services to directors, staff and clients
- Support the maintenance of record keeping systems, including stock, vehicles and general maintenance of administration sites
- Work with Managers and Coordinators to maintain and enhance record systems and statistics of the services provided to clients and carers and provide reports as required
- Attend to correspondence and provide administrative support as requested by management
- Support with accounts, banking, reconciliations and salary processing as required
- Maintain receipts according to established policies, procedures and protocols
- Correctly utilise and maintain the petty cash allowances
- Use the Grievance Procedure of the organisation to resolve conflict
- Work site is kept clean and secured, faults and damage are reported to supervisor
- Engage in personal and professional development
- Take part in debriefing when required
- Attend and participate in regular meetings as required
- Other tasks as required

Qualifications

- Appropriate certificate relevant to the work required, or
- Previous experience in a relevant industry, service or an equivalent level of expertise and experience to undertake the range of activities required, or
- Appropriate on-the-job training and relevant experience

Other requirements

- Current unrestricted Tasmanian Driver's licence
- High level computer and keyboard skills including Microsoft applications and the ability to acquire a sound working knowledge of other computer applications
- Required to maintain a current Level 2 First Aid Certificate

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- Required to provide a satisfactory National Police Check and/or Working With Vulnerable People Check
- Provision of a satisfactory pre-employment medical and fitness report

Selection Criteria

- Demonstrate empathy and understanding of issues related to people with disabilities and older people, their carers and families
- Possess high level communication skills, both written and verbal
- Possess well developed interpersonal skills with the ability to work with a wide range of clients, carers and carer’s families
- Be able to manage stress and observe and support other team members in managing stress
- Be able to implement, coordinate and review a wide range of administrative processes to ensure the ongoing effective operation of the organisation
- Possess advanced computer and keyboard skills including Microsoft Office products, accounting and payroll programs or the ability to acquire knowledge in same
- The ability to monitor and maintain records and write reports on day-to-day operational issues
- Demonstrated ability to work with a team based approach to service delivery
- Ability to initiate and operate effectively in emergency situations and crises.

Signatures

Signed for and on behalf of the Organisation:

Name:

Signature:

Position:

Date:

The employee:

I acknowledge that my duties and responsibilities are as outlined in this position description. I further acknowledge that my duties may be varied from time to time.

Name:

Signature:

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