**Position Description**

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| **Position Title:** | **Administration Officer** |
| **Service Area:** | Business Services |
| **Classification:** | *Social, Community, Home Care and Disability Services Industry Award 2010*  Level 3 |
| **Location:** | * 3 Powell Lane, Charters Towers, Qld, 4820; and/or * Connect CT, 236 Gill Street, Charters Towers, Qld, 4820; and/or * Wellness Hub, 11-15 Church Street, Charters Towers, Qld 4820 |
| **Reporting To:** | Business Support Team Leader |
| **Direct Reports:** | Nil |
| **Issue Date:** | 9 November 2023 |

**The Organisation**

Prospect Community Services Ltd. is a non-profit organisation managed by a Board of enthusiastic, community minded people. The organisation endeavours to identify, promote and develop the interests and needs of the Charters Towers community through the provision of a diverse range of programs and services.

The Administration Team works in dynamic environments requiring members to be responsive to the wide-ranging needs of Participants, visitors and organisational staff. Those work environments include the Neighbourhood Centre and Connect Charters Towers, which also both serve as access points for visiting service providers who regularly use the organisation’s facilities.

**Position Purpose**

The Administration Officer will be the first point of contact for all visitors to Prospect Community Services Ltd. facilities:

* At the Neighbourhood Centre this involves providing entry information, and intake, referral and assessment services for all Prospect Community Services Ltd. programs.
* At Connect Charters Towers this involves meeting the needs of facility-based allied health and business professionals and their Participants.
* At the Wellness Hub this involves meeting the needs of Participants, community members and business professional.

The role will also provide professional administrative services and program support to ensure the efficient and effective delivery of organisational services.

**Position Responsibilities**

The Administration Officer is responsible and accountable for:

* Creating a welcoming, safe, and engaging environment for Participants and visitors to Prospect Community Services Ltd. and Connect Charters Towers.
* Undertaking general reception duties in a professional and timely manner including, but not limited to: liaising with Participants in a caring and compassionate manner; assisting Participants to meet their needs; answering telephones; screening calls; receiving and conveying written, verbal and electronic messages; responding to enquiries; providing accurate information; advising staff and visiting service professionals of Participant arrivals; making appointments as requested; assisting Participants to complete documentation or access online services; binding, scanning and photocopying documentation; and escalating or redirecting issues as required.
* Ensuring Prospect Community Services Ltd. Connect Charters Towers and Wellness Hub buildings, public areas, meeting and counselling rooms, car parks, and gardens are clean, tidy, safe, and accessible at all times.
* Ensuring the general office administration requirements of Prospect Community Services Ltd. are met.
* Ordering and maintaining a working supply of stationery at all times.
* Processing inward and outward mail.
* Updating and maintaining organisational recordkeeping systems and databases in the required manner to ensure all information is current, accurate, complete, and correctly stored and accessible.
* Maintaining information confidentiality and stakeholder privacy at all times in accordance with published requirements.
* Participating in quality improvement processes.
* Participating in ongoing professional development activities.
* Taking reasonable care for their own health and safety and ensuring their acts or omissions do not adversely affect the health and safety of other persons (including Participants).
* Implementing Prospect Community Services Ltd.’s work health and safety risk management processes.
* Complying with all related legislation, regulations, standards, codes, guidelines, and quality frameworks.
* Adhering to Prospect Community Services Ltd.’s policies, procedures, and guidelines.
* Performing designated tasks and duties as rostered, and undertaking such other reasonable tasks and duties as instructed by Prospect Community Services Ltd.

**Key Performance Indicators**

* Quality reception services are smoothly, efficiently, and professionally provided at all times.
* All Participants, visitors and other stakeholders are welcomed to Prospect Community Services Ltd. Connect Charters Towers and the Wellness Hub are attended to in a polite, considerate, and timely manner.
* All workspaces and public areas are maintained in a clean, tidy and safe condition at all times.
* Effective and efficient administrative services are consistently provided to all stakeholders, with all supporting records and databases kept current, complete, and accurate at all times.
* All external Health Providers and Business Professionals with enquiries regarding room rental contracts and/or Memoranda of Understanding (MOU) are dealt with in a timely and courteous manner.
* Organisational systems, policies, procedures, and guidelines are consistently enacted and complied with to ensure quality work performance and service delivery, and maintenance of a safe and healthy work environment.

**Organisational Relationships**

**Internal:** Business Services (administration) colleagues; other Prospect Community Services Ltd. service areas and team members.

**External:** Participants; allied health service providers and workers; business professionals; contractors; visitors; community members.

**Key Selection Criteria**

**Qualifications and Experience**

* Certificate III in Business Administration or equivalent (desirable).
* Minimum two (2) years’ experience in an office administration, reception or similar position (essential).

**Skills and Attributes**

* Ability to maintain a high level of professionalism and information confidentiality.
* Proficiency in the use of Microsoft Office products, in particular Word, Excel, PowerPoint and Outlook, with accurate word processing and data entry skills.
* Sound knowledge of administrative systems and procedures, and proficiency with office technology.
* Highly developed written communications skills with the ability to maintain strong attention to detail and take pride in the quality of work produced.
* Effective verbal communication and interpersonal skills, with the ability to liaise with people at all levels in an informative, accurate and positive manner.
* Ability to prioritise, organise and complete work within established deadlines, and to maintain a consistent level of professionalism.
* Ability to display initiative, with a proactive approach to resolving queries and problems.
* Demonstrated ability to work independently and as part of a team.
* Strong Participant focus and genuine desire to assist others.
* Inclusive and culturally-aware.
* Trustworthy and able to maintain high ethical standards.
* Commitment to observing and implementing work health and safety (WHS) requirements.

**Mandatory Requirements**

* Possession and maintenance of a current Queensland “C” Class Drivers Licence
* Possession of, or ability to obtain, a current First Aid Certificate.
* Possession of, or eligibility to obtain, a current, valid Blue Card Positive Notice (Working with Children Check).
* Possession of, or eligibility to obtain, a current NDIS Worker Screening Prescribed Notice (Criminal History Screening).
* Ability to pass drug and alcohol screening.

**Performance Appraisal**

This position is subject to:

* Probationary performance appraisals at or before the end of each of the incumbent’s third and fifth months of employment; and
* Annual performance appraisals on the anniversary of employment.

**Note**

It is not the intention of this Position Description to limit the scope, responsibilities, or accountabilities of the position but to highlight its key aspects. These aspects may be altered in accordance with the changing requirements of the role.

**Certification**

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| **Employee** | | | | | | | | | | | |
| I hereby acknowledge that I have read, understood, and agree to comply with this Position Description. I accept all position requirements, including its responsibilities and key performance indicators which may be altered in accordance with the changing requirements of the role. | | | | | | | | | | | |
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| Name | | |  | Signature | | |  | Date | | |  |
| **Direct Supervisor** | | | | | | | | | | | |
| I certify that this Position Description is an accurate representation of the current requirements of the role. | | | | | | | | | | | |
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| Name |  | Position | | |  | Signature | | |  | Date |  |