

## POSITION DESCRIPTION

<b>Title:</b>	<b>PSP Administration Support Officer</b>
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award
<b>Classification:</b>	Community Service Worker Level 3

### Position Objective:

The Administration Support Officer will demonstrate competencies in administration and reception duties and be able to work positively with a diverse team that supports young people who are unable to live at home with their families.

This role will work culturally sensitively with Aboriginal members of our community and project a positive and compassionate image to Anglicare clients.

### Role Description:

The PSP Administration Support Officer is required to provide administrative support for the PSP program, including compliance, accreditation, auditing, and updating the client database and information.

The Administration Support Officer is required to ensure operational compliance regarding children and young people's records and files and comply with legislative requirements.

The Administration Support Officer will work culturally sensitively with Aboriginal community members and uphold Anglicare values when working with clients from diverse backgrounds.

### Primary Responsibilities:

#### Values, Sanctuary and Culturally Inclusive Practice

- Work in alignment with the Sanctuary Model Pillars, Anglicare's Values, and Anglicare's Code of Conduct.
- Commit to training in the trauma-informed Sanctuary Model and implementing this model of care in daily work with children, young people, and carers.
- Work from and model a culture of respect and empowerment to support carers, children, young people, and their families.
- Prioritise cultural sensitivity when working with Aboriginal children, carers and families.

- Ensure culturally inclusive resources and support when working with Aboriginal people, diverse communities and families.
- Actively engage and participate in monthly Sanctuary supervision with your line manager.

### **Administration, Supervision and Record keeping**

- To keep accurate records, files, and reporting requirements consistent and clear to meet all legislative requirements and regulations.
- Perform office administration duties such as distributing incoming and outgoing mail, directing phone calls, booking meeting rooms, and making accommodations and travel arrangements for staff and other stakeholders.
- Act professionally when dealing with internal personnel, clients and external customers.
- Understand and adhere to the organisation and service-specific policies and procedures.
- Report any building maintenance problems encountered.
- Participate and contribute to work, health, and safety activities to ensure a safe work environment for clients, the community, staff, and visitors.
- Oversee the service and general maintenance of office fleet vehicles.
- Maintain confidentiality on all issues relating to the organisation, clients and colleagues.
- Work in compliance with Workplace Health and Safety legislation, including reporting and investigation.
- Undertake other duties and tasks within skill and ability level as requested by management from time to time.

### **Provide ongoing support and commitment to the team.**

- Provide administrative support to Senior Management and Executive Director, including compliance reporting, accreditation and internal documentation collation, storage management of compliance and accreditation records, and regularly updating the client database and information.
- Completion of incident reporting and child protection reporting as bound by mandatory obligations and responsibilities.
- Provide support to the PSP Senior Management Group and Data Management Team, including meeting invitations and collation of accreditation records and minutes.

### **Qualifications:**

- Certificate IV in Business Administration (or equivalent experience).
- Administrative experience

### **Key skills and experience:**

- Previous experience in an admin position is desired, although not essential.
- Experience in working in culturally sensitive ways with Aboriginal members of our community is required
- Excellent customer service skills with an exceptional telephone manner.
- Excellent verbal and written communication skills.

- Key knowledge areas:**
- Capacity to liaise effectively within a busy team environment.
  - Excellent understanding of administration procedures and practices.
  - Proficient in Microsoft Word, Outlook, Publisher and Excel.
  - Familiarity with financial systems, filing systems, and office documentation, as well as the ability to follow written instructions.
- Other Requirements**
- A current driver's licence.
  - A current Working with Children Check.
- Reports to:** Executive Director along with Snr Managers in PSP
- Direct reports:** N/A