

## POSITION DESCRIPTION

<b>Job Title:</b>	<b>Administrator</b>
<b>Job Description:</b>	<p>The <a href="#">NDIS Workforce Capability Framework</a> describes this role as an Ancillary Worker for services funded under the NDIS. The Office Administrator will undertake administrative tasks, ensuring the rest of the staff has adequate support to work efficiently. The office administrator ensures smooth running of our office and contributes in driving sustainable growth.</p> <p>Duties may include notifying management of:</p> <ul style="list-style-type: none"> <li>• feedback from participants</li> <li>• changes in participant circumstances or environment</li> <li>• need for resources to undertake the role</li> <li>• potential participant discrimination, exploitation, neglect, abuse or violence being experienced</li> <li>• appropriate practice requirements and when unsure of actions that should be undertaken</li> </ul> <p>stressed or anxious feelings</p>
<b>Type Of Employment:</b>	<i>[Full Time/Casual/Part Time]</i>
<b>Report To:</b>	<i>Sherman</i>
<b>Location:</b>	<i>Unit 17 20 Ponting Street, Williamstown VIC 3016</i>
<b>Main Duties / Responsibilities:</b>	<p><b>General</b></p> <ul style="list-style-type: none"> <li>• Always check your understanding of the participant's communication</li> <li>• Implement personal hygiene and infection control procedures</li> <li>• Be alert if you notice the participant is distressed or apathetic</li> <li>• Record all work as per the organization's requirements</li> </ul> <p><b>Work Practices</b></p> <ul style="list-style-type: none"> <li>• Managing incoming telephone calls and emails.</li> <li>• Referring incoming calls to the relevant person</li> <li>• Acting on all enquiries promptly and efficiently.</li> <li>• Assist in booking, preparing and setting up conference/meeting rooms and group events.</li> <li>• Diary management and arranging appointments.</li> <li>• Management of office equipment.</li> <li>• Sort and distribute incoming and outgoing mail.</li> <li>• Submit timely reports and prepare presentations/proposals as assigned.</li> <li>• Assist colleagues whenever needed.</li> </ul>

	<ul style="list-style-type: none"> <li>• Manage social media accounts.</li> </ul> <p><b>Build Trusted Relationships</b></p> <ul style="list-style-type: none"> <li>• Be reliable, punctual and follow instructions</li> <li>• Communicate directly with the participant unless otherwise directed</li> <li>• Seek permission before entering participants' space or touching them</li> <li>• Respect all person's privacy</li> </ul>
<p><b>Qualifications/Requirements:</b></p>	<ul style="list-style-type: none"> <li>• Current Worker Screening</li> <li>• Worker NDIS Worker Orientation Module</li> <li>• NDIS Worker Induction Module</li> <li>• Willingness to maintain confidentiality</li> <li>• Ability to provide feedback to management on any issue or concern</li> <li>• Preferred Certificate III in Business or similar</li> </ul>
<p><b>Experience:</b></p>	<ul style="list-style-type: none"> <li>• Experience as an office administrator, office assistant or relevant role</li> <li>• Working with communication systems</li> <li>• Familiarity with office management procedures and basic accounting principles</li> <li>• Working with various cultures and abilities (preferred)</li> <li>• Knowledge of continuous quality improvement principles</li> </ul>
<p><b>Skills:</b></p>	<ul style="list-style-type: none"> <li>• Professional verbal and written communication skills and the ability to remain calm</li> <li>• Proactive, enthusiastic and able to multi-task.</li> <li>• Professional phone manner.</li> <li>• A self-starter and ability to work independently.</li> <li>• Strong time management and ability to prioritise.</li> <li>• Ability to use Microsoft Office suite of programs and other office management software.</li> <li>• Ability to work as part of a team and maintain good working relationships.</li> <li>• Self-motivated and trustworthy.</li> <li>• Outstanding interpersonal abilities.</li> <li>• A thorough and systematic approach to your work.</li> <li>• Ability to work as part of a team and maintain good working relationships.</li> <li>• Ability to speak English fluently.</li> <li>• Ability to work with different cultures, genders, ages and ability levels</li> <li>• Ability to build rapport and trust with clients.</li> <li>• Ability to complete required documentation</li> <li>• Strong time management and prioritisation ability.</li> </ul>

- Reliable and punctual with dedicated professionalism to job and duties.
- Exhibit initiative, responsibility, and flexibility.