

Position Description

Position Title	Administration Officer
Position Reports to	Operations Manager St Arnaud
Position Leads	NIL
Location	1 Long Street, St Arnaud
Employment Type	Casual
Last Updated	March 2022

Why are we here?

Purpose: We partner with our supported employees to create their best life.

Our Vision: To fulfil the unmet support needs of our community and enrich lives every day.

How do we do this?



What is your purpose?

The Administration Officer will undertake the day to day administrative requirements for the McCallum Disability Services sites in St. Arnaud. The position will deliver tasks by applying the standards and procedures as set out by the Operations Manager. With primary accountability for reception and customer service, this position also administers site specific finance, administration, and maintenance and fleet duties as directed.

This position is also responsible for the timely and accurate provision of systematic administration support to our Intake process. The role completes key administrative tasks within the Intake process including:

- NDIS Cost Estimates,
- Service Agreements and Schedule of Supports, and
- Follow up gaining consent and signatures from Customers.

The Administration Officer works as a team with the Operations Manager St Arnaud to ensure all customers have NDIS Service Agreements within reasonable timeframes. The Administration Officer also supports the Operational Manager St Arnaud with the administration and coordination of Community Access and Australian Disability Enterprise programs as requested.

How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
Administration Coordination	<ul style="list-style-type: none"> • Reception at McCallum’s Long St Offices including incoming and outgoing mail, administrative bookings, customer and telephone services. • Undertake daily office management including stationary orders, couriers, catering and purchasing. • Undertake and complete any reporting, data and compliance requirements as directed by the Operations Manager. • Assist with organising contracts for St Arnaud’s maintenance, asset management, fleet and IT in conjunction with the Operations Manager and EM Infrastructure and Business Development. • Support supported employees and the Coordinator of McCallum Industries with the administration of services in St Arnaud as required. • Facilitate the provision of services via teleconference for participants and their families as requested from time to time.
Intake Administration	<ul style="list-style-type: none"> • Provide Cost Estimates, Service Agreements and Schedule of Supports using agreed templates and processes, based on information provided by the Operations Manager. • Send Cost Estimates, Service Agreements and Schedule of Supports to the Operations Manager for approval. • Upload NDIS documentation to SRS and corporate drives. • Complete SRS administration as it relates to Intake (Pre-Admissions). • Maintain the Intake Master Spreadsheet. • Liaise with Participants and their families and nominees to obtain consent and signatures for NDIS Service Agreements and Schedule of Supports. • Meet regularly and liaise with the Operations Manager, Customer Experience Coordinators and other Intake Administrators to ensure a coordinated approach. Be involved in other NDIS meetings as required.
Customer Experience and Quality	<ul style="list-style-type: none"> • Assist with the coordination of the annual plan-review meetings for St Arnaud customers as requested. • Record customer feedback and complaints, ensuring timely escalation of serious complaints to the Operations Coordinator. • Implement and champion our Quality Management System. • Assist with the preparation for NDIS audits and standards and update administration processes in line with recommendations. • Ensure effective record keeping and that all administration and documentation is kept up to date including within the Service Record System (SRS) and staff related matters.

Leadership and Employee Experience	<ul style="list-style-type: none"> • Promote a positive and safe work culture • Identify and resolve and OHS hazards and incidents in a timely manner in alignment with the policy. • Work collaboratively with the Operations Manager St Arnaud to continuously improve services. • Assist with the administration of onboarding and induction for new St Arnaud staff members in conjunction with the People and Culture team. • Champion McCallum’s code of conduct and values, acting in accordance with our policies and procedures at all times.
Finance	<ul style="list-style-type: none"> • Process customer payments and undertake daily banking, including Laundromat takings. • Administer finance reporting as requested. • Complete weekly billing of NDIS plans based on customer usage and attendance records with oversight from the Operations Manager. • Enter both accounts receivable and accounts payable into the finance system for processing. • Following up overdue accounts. • Manage and reconcile petty cash.
Self-care and professional development	<ul style="list-style-type: none"> • Participate in monthly feedback meeting with the Operations Manager. • Ensure Annual Performance Goals and KPIs are set, with professional development plan implemented and monitored • Identify and seek appropriate resources to support your own health and wellbeing • Participate in wider McCallum projects and initiatives as requested by the Operations Manager.

What do I need to be a success? (Attributes)

- Our customers are at the centre of everything that you do
- You champion customer experience and provide positive, professional, optimal service to our customers, staff, community and stakeholders.
- Quality, safety and risk management is paramount to you and will not be compromised.
- You are a consultative, collaborative and inclusive team member.
- You achieve results. You have a strong attention to detail, work to plans and deliver.
- You build and maintain relationships with your participants, their families and care givers, and your colleagues.
- You are team player that actively participates and champions a supportive and values driven work environment.
- You understand that change happens for a reason, and have the ability to bring your team with you.

Key Selection Criteria

Successful appointment to a position will be subject to a pre-employment safety screening process which includes, but not limited to, the following checks:

- **NDIS Worker Screening Check**
- **NDIS New Worker Orientation Module Certificate of Completion**
- **Right to Work in Australia; and**
- **Current Drivers License.**

Essential

- Demonstrated administration experience, ideally within the Human Services or Health Sector.
- Demonstrated superior customer service and reception experience, with a proven ability to delight the customer.
- Sound understanding of contemporary business practices including accurate financial reconciliation.
- Excellent administration skills, including the use of MS Word, Excel and Customer Record Systems.
- Superior interpersonal and communication skills, with the ability to tailor communications appropriately to the audience.
- Excellent presentation and professionalism.
- Demonstrated commitment to teamwork and the construction of a supportive, collaborative work environment.

Desirable

- Higher Education in a business or administration related discipline
- Advanced knowledge of the NDIS and other relevant legislation, regulations, standards and industry trends.

Approval:

Employee Signature: _____ Date: _____

Manager Signature: _____ Date: _____

CEO Signature: _____ Date: _____