



# POSITION DESCRIPTION

*Position: Casual Administration Assistant*

<b>ROLE OVERVIEW</b>		
<b>Organisation</b>	STTARS	
<b>Date</b>	Reviewed June 2018	
<b>Current Incumbent</b>		
<b>SCHADS Classification</b>	2 or 3 depending on qualifications and level of experience	
<b>ORGANISATIONAL RELATIONSHIPS</b>		
<b>Position reports to</b>	ICT & Operations Manager	
<b>ROLES &amp; RESPONSIBILITIES</b>		
<b>Primary position objective</b>	<p>Casual Administration Assistants play a vital role in ensuring that STTARS has adequate coverage for reception and other duties during periods of high demand or when regular Administration Assistants are on leave.</p> <p>Administration Assistants provide valuable assistance across all teams to ensure that STTARS operates effectively and efficiently. Administrative and practical support will include tasks such as providing reception duties, meeting and greeting visitors ensuring that everyone feels welcome at STTARS, answering phones, managing calendars, program data entry, distributing mail, and being the first port of call for any public enquiries for information.</p>	
<b>RESPONSIBILITIES</b>	<b>MAJOR DELIVERABLES</b>	<b>ACHIEVEMENT DEMONSTRATED BY:</b>
<b>Clinical Support Services</b>	Provide administrative and clinical support services requiring welcome, confidentiality and sensitivity.	Feedback indicates a high standard of support is provided.
<b>Reception/Front of House</b>	<p>Provide reception services when rostered to this role.</p> <p>Provide a warm welcome for all people entering STTARS.</p> <p>Respond to requests for information by telephone, in person and by email.</p> <p>Connect incoming phone calls to the correct person.</p> <p>Work with other Administration Assistants to ensure back-up is available, as and when required.</p> <p>Provide short and longer term coverage during leave and other absences.</p>	<p>Reception is covered at all times.</p> <p>Is friendly and professional in manner at all times and displays a high level of warmth, welcome and empathy towards all visitors.</p> <p>All telephone, email and face to face contacts are conducted in a warm, professional and courteous manner.</p>
<b>Administrative Support &amp; Data Entry</b>	Provide administrative and data entry support as required.	<p>Standard of administrative support delivers highly quality service to clients.</p> <p>Timely and accurate data entry.</p> <p>Keeps all information confidential.</p>



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<p><b>Records Management</b></p>	<p>Under supervision, provide a range of records management services, ensuring electronic and paper-based records, files and documents are managed efficiently and effectively.</p>	<p>STTARS records management practices are fully compliant with privacy, confidentiality, and data collection and retention guidelines. All records can be easily retrieved when required.</p>
<p><b>Work Health &amp; Safety</b></p>	<p>Adhere to STTARS Work Health and Safety policies and procedures at all times.</p> <p>Take reasonable care for own health and safety and ensure that others are not placed at risk through the casual admin assistants' actions or omissions.</p> <p>Report all Work Health and Safety risks/incidents in a timely manner.</p>	<p>Safe work environment maintained Incidents reported within 24 hours</p>
<p><b>QUALIFICATIONS &amp; SKILLS</b></p>		
<p><b>Qualifications (Desirable)</b></p>	<p>Certificate level qualifications in Administration and/or equivalent experience, expertise and competence sufficient to perform the role at this level.</p>	
<p><b>Experience (Essential)</b></p>	<p>Experience providing administration services. Experience in environments and/or activities that require an understanding of cultural sensitivities. People from refugee or refugee like backgrounds or who speak a language of STTARS client group are strongly encouraged to apply</p>	
<p><b>Skills &amp; attitudes (Essential)</b></p>	<ul style="list-style-type: none"> <li>• Availability and flexibility</li> <li>• Can do attitude, friendly and professional</li> <li>• High standards of customer service and quality of work</li> <li>• Strong work ethic</li> <li>• Excellent communication skills including ability to communicate with people from different cultures</li> <li>• A great telephone manner</li> <li>• Problem solving skills with an ability to multi task</li> <li>• Strong time management and organizational skills</li> <li>• Computer literacy skills including using Microsoft suite</li> <li>• High attention to detail</li> <li>• Capacity to work collaboratively in a team environment with minimal direction</li> <li>• Take pride in supporting busy people or teams</li> </ul>	



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### Special Conditions

Appointment to this role is subject to you having a current DCSI Child Related Employment Clearance.

### Professional Conduct

This position is responsible for working at, and maintaining, a high standard of professional and ethical practice.

Maintain client confidentiality at all times in line with STTARS policies and procedures.

STTARS staff are required to stay up to date with and work in accordance with STTARS policies, procedures and code of conduct and legislative requirements including but not limited to:

- Work Health and Safety
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation)
- Keeping Them Safe Legislation (inclusive of Mandatory Notifier)
- Disability Discrimination
- Relevant Awards
- Relevant Australian Standards
- Privacy Principles and legislation including maintaining confidentiality regarding any information regarding client/patient, personal staff information, human resource and financial information and information of strategic importance to STTARS.
- Smoke Free Workplace.

**This position description provides a general guide as to the major accountabilities of this role. It should not be taken as a definitive list of duties that may be reasonably expected of the incumbent and may vary from time to time.**

**Position Description Approved by: Robyn Smythe**

**Position Title: Director**

**Signature:**

**Date:** June 2018