

Administation Officer

Mirridong's Mission Statement

We provide opportunities for adults with a disability to make choices achieve goals and gain independence.

Organisational Environment

Mirridong Services specialises in providing support to people with disabilities, their families and carers. Located in Yarram, Victoria, Mirridong Services is part of a tight knit community that welcomes the participation of people with disabilities in all aspects of their life.

Values

At Mirridong Services Incorporated, we value our:

- Participants
- Staff
- Volunteers
- The environment in which we work; and the
- Community in which we work.

We do this in the following ways:

- Offering choice.
- Respecting participants and residents' rights to be treated with dignity and respect.
- Having zero tolerance to abuse.
- Giving participants opportunities to develop their full potential and achieve their goals.
- Providing a high-quality service that meets legislative and regulatory requirements.
- Empowering participants and residents to determine their own needs.

Objectives:

- To enable individuals supported through Mirridong Services to have control over their lives through person centred active support, which maximises participation and independence in all aspects of life and is responsive to the needs and wishes of the individuals and supports community inclusion.
- To provide a safe, flexible and responsive service, when and where needed by service users.

Position Description

Position:	Administration Officer
Service:	Management
Award:	Social, Community, Home Care & Disability Services Industry Award 2010
Classification:	Social & Community Services Employee
Pay Classification:	Level 2.2
Reports To:	Chief Executive Officer

Key Responsibilities

- Undertake Reception duties (both office and phone).
- Prepare Participant information at month end in Excel.
- Enter purchases and raise invoices in MYOB as required by Finance Officer.
- Prepare Board of Management meeting documents and necessary reports and statements and provide to members when required.
- Maintain members of Mirridong database and notify members in writing when annual renewal due.
- Assist in preparing AGM reports.
- Organise catering for meetings and/or training when required.
- Order and maintain office stationary supplies.
- Prepare and distribution of quarterly newsletter.
- Provide administrative assistance to staff and volunteers, as required.
- Assist in NDIS record keeping and documentation.
- Adhere to Mirridong Services policies and procedures.
- Perform other duties as requested by the Team Leader or CEO.

Key Selection Criteria

- Certificate IV in Business Administration or equivalent qualification in business administration; or 3 years' experience in a similar role.
- Demonstrated commitment to providing high quality customer service.
- Extensive experience with the Microsoft Office suite, particularly Excel and Publisher.
- Experience in document production, letter writing and the creation of promotional material.
- Assist in maintaining client registers.
- Demonstrated commitment to providing high quality customer service and interacting in a professional manner across all interactions with participants, staff, and the public.
- A commitment to maintaining confidentiality of private conversations and sensitive documents.
- The ability to work as part of an effective team and communicate within a team environment.
- A willingness to undergo relevant training as identified.
- Ability to work unsupervised, resolve conflict and self-advocate.
- Ability to keep and maintain records and comply with the required standards when doing so.
- Preparedness to become familiar with and implement all relevant Mirridong Services policies and procedures.

Essential employment requirements

- Return a clear NDIS Worker Screening Check (Police and disability industry check).
- Victorian Drivers Licence.

The conditions of this position are pursuant to the conditions as set out in the Classification Definitions for Level 2 Social & Community Services Employees. These include the following:

Key Accountabilities

File Management

- Maintain all aspects of confidentiality in line with good practice
- Support individuals to have access to their individual files
- Actively support the rights of individuals in line with the Disability Act 2006 - including respectful support and following agreed upon procedures.
- Maintain the filing system of Mirridong Services to meet the requirements of privacy legislation. This applies to both electronic files and hard copy files.

Day to Day Support to Staff

- Provide practical support and instruction to staff and volunteers

Promoting Valued Status

- Provide support to Program Workers by providing assistance with all aspects of the administration role. Including assistance with creating documents, newsletters, mail outs, maintaining statistical records, photocopying etc.

Meeting Service Requirements

- To complete any required Mirridong/DHS documents where necessary. This includes general administrative tasks and record, where necessary, behaviour of individuals (as per established behaviour management strategies) and incident reports.
- To regularly attend staff meetings as scheduled.
- To work and operate as part of an effective and efficient team.
- To undertake and participate in appropriate training and educational programs.
- To be at all times aware and vigilant regarding a duty of due diligence and care to all individuals and other Mirridong staff.
- Any other duties relating to the individuals, which may be required from time to time.
- Follow the recommended communication procedures

Team Work

- Ensure effective participation as a team member through:
- Participation in regular meetings
- Working cooperatively with all members of the team
- Proactively liaising with other team members in supporting services to achieve optimal outcomes.

Occupational Health & Safety

- Comply with safe work procedures
- Follow directions of Manager/Team Leader
- Use protective and other safety equipment where required.
- Report workplace hazards, incidents and issues to supervisor.

Continuous Improvement

- Become familiar with and follow Mirridong’s policies, procedures and management instructions
- Strive for continuous improvement by being alert to opportunities for improvement and suggesting solutions.

Cultural & Linguistic Diversity

- Undertake all interactions with clients and co-workers in a culturally sensitive manner and welcome cultural and linguistic diversity.