

## JOB DESCRIPTION FORM

<b>Position Title:</b>	Administration Officer – Prison Therapeutic Community		
<b>Service Location:</b>	Wandoo Rehabilitation Prison - Therapeutic Community (TC)		
<b>Program: (If applicable)</b>		<b>Hours:</b>	Full -time 76 hours per fortnight
<b>Hour Reporting to:</b>	TC Manger	<b>Award Classification:</b>	Level 2-3 Cyrenian House EBA
<b>Our Vision</b>	Healthy, inclusive and harm-free communities		
<b>Our Mission</b>	An organisation that provides the highest quality services to make a positive and meaningful difference in the lives of people affected by alcohol and other drugs.		
<b>Our Values</b>	<b>Empowerment, Diversity, Compassion, Integrity and Hope</b>		
Cyrenian House values the uniqueness of individuals who may vary in many different ways, including race, ethnicity, culture, social class, gender, age, religious belief, sexual identity, mental and physical ability. <b>We celebrate and promote this diversity as a strength of our organisation.</b>			
<b>This position:</b>			
The role of an Administration Officer is to provide administrative support to the TC manager, staff and the TC residents. This person is often the first point of contact for consumers, staff and stakeholders in a dynamic environment therefore a welcoming approach is essential to this position.			
<b>Duties and Responsibilities:</b>			
<b>General:</b>			
<ul style="list-style-type: none"> <li>• Support, promote and work in accordance with the Vision, Mission and Values of Cyrenian House.</li> <li>• Participate as a valued team member promoting and contributing to a supportive team environment.</li> <li>• Provide support to and share expertise with other staff, students and volunteers.</li> <li>• Participate in staff meetings, supervision, training and team planning workshops.</li> <li>• Contribute to the development, implementation and evaluation of the service model.</li> <li>• Contribute to Cyrenian House continuous quality improvement processes.</li> <li>• Work in accordance with Cyrenian House Code of Conduct.</li> <li>• Be responsible for personal health and safety in the workplace and for complying with all Cyrenian House occupational safety and health policies and procedures, promoting and maintaining a safe and secure environment.</li> <li>• Contribute to and promote the implementation of the Standards on Culturally Secure Practice.</li> <li>• Other duties as required.</li> </ul>			

**Position Duties:**

- Telephone and or in-person contact.
- Operate the telephone system for the service during normal business hours.
- Attend to enquiries and provide information about the service as required.
- Provide administrative support to the TC manager, staff and consumers as directed.
- Maintain a clean and tidy reception area, toilet area, kitchen / staff room and immediate work environment.
- Transfer consumer records between services as required.
- Support the Service Information Management System (SIMS) or other database as directed, including those specified by the Department of Justice.
- Record consumer participation for statistical purposes.
- Carry out data entry processes as required.
- Conduct regular file audits.
- Maintain the sign in/out book monitoring movements within the property by staff, residents and visitors.
- Promote “Community as Method” through active participation in all aspects of the community, staff ensure the safe environment and positive functioning of the TC is developed and maintained, encourage resident participation and interaction, and provide appropriate therapeutic interventions.

**Human Resources, Occupational Safety and Health**

- Support, promote and work in accordance with the Vision, Mission and Values of Cyrenian House.
- Participate as a valued team member promoting and contributing to a supportive team environment.
- Provide aPPROPATL
- Participate in staff meetings, supervision, relevant training sessions and planning workshops.
- Contribute to the development, implementation and evaluation of the service model.
- Contribute to Cyrenian House continuous quality improvement processes.
- Work in accordance with Cyrenian House Code of Conduct.
- Be responsible for personal health and safety in the workplace and for complying with all Cyrenian House occupational safety and health policies and procedures, promoting and maintaining a safe and secure environment.
- Contribute to and promote the implementation of the Standards on Culturally Secure Practice.
- Other duties as required.

**Administration and Reporting:**

- Attend to reception duties at front desk, over the telephone, via email, facsimile and via other correspondence.
- Collect, distribute and post mail daily.
- Ensure that communications are distributed in a timely manner.
- Coordinate filing to ensure the records are up to date.
- Ordering and maintaining stationery resources, kitchen consumables and bathroom supplies.
- Maintain stocks of TC promotional material.

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- Actively seek and maintain resource materials from other services that may be beneficial and informative to TC consumers as appropriate.
- Compile agenda and the minutes of team meetings and provide administrative support at meetings.
- Organise meeting room set-up, and catering for events and meetings as required.
- Assist in the preparation of data with regard to all reporting requirements.
- Collect all timesheets for manager's authorisation prior to forwarding then to the payroll team.
- Provide administration support to implement TC standards

#### **Record Management and Reporting**

- Maintain consumer record systems as directed.
- Create, retrieve and maintain consumer records in accordance with Cyrenian House policies and procedures.
- Oversee the maintenance system form collection, job allocation and job sign off in collaboration with the manager.
- Enter data and assist in the preparation and validation of the six-monthly SIMS reports.
- Data entry the SIMS data for reporting (6 monthly & 12 monthly reports) monthly.

#### **Relationships:**

- Work in close liaison with and take direction from the TC service manager.
- Develop effective relationships with other Cyrenian House services and external agencies as appropriate.
- Maintain consumer and worker confidentiality at all times.
- Well-developed skills in dealing with people in an accepting, welcoming and non-judgemental manner.
- Provide administration support to implement TC standards.
- Actively participate as a role model for shared community values.

#### **Financial Administrative Duties**

- Collect delivery dockets and invoices for authorisation then send to the finance team at head office.
- Weekly visit to head office located in Perth to deliver paperwork, files etc. and bring back necessary documentation as directed.
- Maintain petty cash.

#### **Other Duties**

- Undertake relief duties at other Cyrenian House sites as required.
- Work within boundaries of the position as outlined.
- Liaise with Centrelink as required.

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**Selection Criteria:**

**Essential competencies and experience:**

- Diploma in office administration, business administration certificate, or equivalent qualification and/or experience.
- A welcoming, person-focused manner.
- Strong interpersonal skills, including telephone and face-to-face interactions.
- Sound written communication skills, with experience in minute taking.
- Understanding of boundaries.
- Effective organisational skills, particularly in regard to filing systems and administrative resource management.
- Ability to maintain confidentiality.
- The ability to work under direction and to use initiative where appropriate.
- Ability to work collaboratively with management and colleagues.
- Well-developed computer skills including data entry, Word, Excel and Outlook.
- Effective time management skills.
- A current driver's licence and reliable vehicle.
- A current Police Clearance and First Aid Certificate.

**Desirable competencies and experience:**

- Previous experience in working in a similar organisation.

**Required Clearances:**

- Full work rights.
- Current National Police Clearance.
- Current First Aid Certificate
- Current driver's License and reliable vehicle

Please sign below to confirm you understand of the requirements of your role and return a signed copy to the Human Resource Department:

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

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