

# JOB DESCRIPTION FORM

## ADMINISTRATION OFFICER - THERAPEUTIC COMMUNITY



<b>Position Title:</b>	Administration Officer		
<b>Service Location:</b>	<i>Therapeutic Community</i>		
<b>Program: (If applicable)</b>		<b>Hours:</b>	TBC
<b>Reporting to:</b>	TC Manager	<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>			

### **Financial Administrative Duties**

- Collect delivery dockets and invoices for authorisation then send to the finance team at head office.
- EFTPOS receipting and banking of funds as required.
- Maintain and record rental records and other miscellaneous funds from residents.
- Weekly visit to head office located in Perth to deliver paperwork, files etc. and bring back necessary documentation as directed.
- Maintain petty cash.

### **Representation and Stakeholder Engagement:**

- 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

### **Administration and Reporting:**

- The Administration Officer will work within the scope of their JDF to ensure that all aspects of service delivery required by Cyrenian House.
- 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.
- 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 them 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.

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- Data entry of the SIMS data for reporting (6 monthly & 12 monthly reports)

**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

**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.
- 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: \_\_\_\_\_