

JOB DESCRIPTION FORM

ADMINISTRATION OFFICER – THERAPEUTIC COMMUNITY

Position Title	Administration Officer – Therapeutic Community (TC)		
Service Location	<ul style="list-style-type: none"> • Munda Mia Therapeutic Community • Nannup Therapeutic Community • Rick Hammersley Centre Therapeutic Community • Serenity Lodge Therapeutic Community 		
Program (if applicable)	Therapeutic Communities	Hours	TBC
Reporting to	TC Manager	Award Classification	Level 2-3 Cyrenian House EA
Our Vision	Healthy, inclusive and harm-free communities		
Our Mission	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.		
Our Values	Empowerment, Respect, Integrity, Resilience & Hope		
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. We celebrate and promote this diversity as a strength of our organisation.			
This Position			
The role of an Administration Officer is to provide administrative support to the TC Manager, workers and residents. This person is often the first point of contact for consumers, workers and stakeholders in a dynamic environment; therefore, a welcoming approach is essential to this position.			
Duties & Responsibilities			
<p>General:</p> <ul style="list-style-type: none"> • 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 support to and share expertise with other staff, students and volunteers. • Participate in staff meetings, supervision, training and team 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 work health & safety (WHS) policies and procedures, promoting and maintaining a safe and secure environment. • Contribute to and promote the implementation of the Alcohol and Other Drug Human Services Standard (AODHSS). • Other duties as required. <p>Financial Administrative Duties:</p> <ul style="list-style-type: none"> • Collect delivery dockets and invoices for authorisation providing them 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. • Maintain petty cash. <p>Representation and Stakeholder Engagement:</p> <ul style="list-style-type: none"> • Work in close liaison with and take direction from the TC Manager. • Develop effective relationships with other Cyrenian House services and external agencies as appropriate. 			

- Maintain resident 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 Standard for Therapeutic Communities and Residential Rehabilitation Services (STCRRS).
- 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.
- 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 residents as appropriate.
- Provide administrative support at meetings including preparing and sharing agendas and minutes,
- 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.

Record Management and Reporting:

- Maintain consumer record systems as directed.
- 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.
- Data entry and validation of the Pharos data for reporting (6 monthly & 12 monthly reports)

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.
- Previous experience working in a similar organisation.

Required Clearances:

- Full work rights.
- Current National Police Clearance.
- Current Working with Children's Check (WWCC).
- Current First Aid Certificate

- Current driver's License and reliable vehicle

Please sign below to confirm you understand the requirements of your role and return a signed copy to the People & Culture Department.

Full Name		Date	
Signature			