



# HR: ADMINISTRATION ASSISTANT, SERVICE DELIVERY

## Position Description

DATE REVIEWED: 9 OCTOBER 2018

<b>Position Title</b>	Administration Assistant, Service Delivery
<b>Responsible To</b>	General Manager, Service Delivery
<b>Classification</b>	
<b>Date Last Updated</b>	9 October 2018

## Overview of Lighthouse Disability

Lighthouse Disability is an accommodation and support service for people with diverse and complex disabilities. Our work is shaped by the *Lighthouse Disability Framework for Positive Living* which is based on the Objects of the Lighthouse Disability Constitution, which in turn are derived from the Objects of the National Disability Insurance Scheme Act (2013).

In particular, we are committed to developing and continuing to build an organisational culture that promotes customer choice and control, and the wellbeing and safety of our customers and our staff. *How* we work is important, and this contributes to the development of our authority in the disability sector in which we work.

We take pride in recruiting people who have values that are consistent with the principles outlined in the Framework, who are keen to learn, and able and willing to work as a member of a team. Staff are valued and we expect active and innovative contributions to positive customer outcomes and to our workplace.

As a not for profit company, Lighthouse Disability operates as a customer orientated business in the competitive NDIS environment.

## Summary of role of Administration Assistant, Service Delivery

The Administration Assistant, Service Delivery is responsible for providing timely and effective administrative support services to the Service Delivery team, management and to the broader service delivery group to ensure the integrated provision of high-quality services to our customers.

### Organisational relationships

The Administration Assistant, Service Delivery reports to the General Manager, Service Delivery and is part of the Service Delivery Team. This Administration Assistant operates in a team environment with other support and service delivery staff working to achieve excellent service provision and organisational outcomes.

## Key Result Areas

### KEY RESULT AREA 1

Customer Service: All Lighthouse Disability customers (internal and external), visitors, partners and the general public receive excellent customer service at all times.

### KEY PERFORMANCE INDICATORS

- Customers and visitors to reception are greeted in a professional and courteous manner and feel welcome at Lighthouse Disability
- Phone calls are answered promptly and callers are directed to the appropriate staff member, or accurate messages are recorded as required
- Effective teamwork is demonstrated in supporting the needs of staff and customers



## KEY RESULT AREA 2

Administrative Support: Administration tasks are completed accurately and effectively within agreed timeframes and according to established procedures.

### KEY PERFORMANCE INDICATORS

- General administration tasks including word processing and data entry are completed with accuracy and according to set timeframes
- Incoming and outgoing correspondence, including letters and emails, is attended to on a daily basis
- Document scanning, printing, photocopying, binding and laminating are completed as required
- Stationery and general office supplies are maintained through appropriate stock ordering
- Petty cash is managed accurately and securely
- General office equipment is maintained in good working order
- Various administrative tasks are completed as requested

**When requested, meeting agendas are prepared, and meeting minutes are accurately recorded, demonstrating an understanding of the meeting's purpose, critical information, actions and outcomes. Minutes are checked and distributed in a timely manner to appropriate persons.**

## KEY RESULT AREA 3

Systems and processes: Client information is accurately maintained and readily available as required.

### KEY PERFORMANCE INDICATORS

- Data entry to the Client Management System (CMS) is completed in a timely way with meticulous attention to detail
- File Management of client data is attended to efficiently and with appropriate respect for confidentiality
- The PRN email is checked daily and data is entered into the appropriate spreadsheet (or the CMS) and information is disseminated to relevant people in a timely way
- Medication Administration Charts are updated for Service Delivery according to appropriate processes
- Service Delivery stock orders are attended to ensuring supplies are always available

## KEY RESULT AREA 4

Daily operational support: Park Terrace work flows are supported through efficient scheduling and preparation for meetings and other events.

### KEY PERFORMANCE INDICATORS

- There is accurate scheduling for the use of meeting rooms to ensure efficient operational functioning
- Meeting rooms are prepared according to the schedule
- Assistance is provided when requested to prepare the training room for scheduled training and other events
- Staff rooms are tidied and the dishwasher is attended to as required
- Collection services such as the confidential bin, recycling and general waste bins are retrieved per the waste removal cycle

## Job Competencies: Skills, Experience and Knowledge

### ESSENTIAL MINIMUM REQUIREMENTS



- A qualification in Business Administration
- Demonstrated experience and achievement in the provision of a broad range of administration duties
- Demonstrated experience in minute taking and an understanding of the functions and importance of minutes
- Well-developed interpersonal and communication skills with the ability to build effective relationships and liaise across all levels both internally, externally and with people from diverse backgrounds
- Significant experience in the operation and maintenance of general office equipment
- Well-developed organisational and time management skills with the ability to plan workload, prioritise and meet deadlines with meticulous attention to detail
- Demonstrated knowledge and competency in Microsoft Office Programs including Word, Excel and Outlook along with experience in the use of databases

## PERSONAL ATTRIBUTES

- Has a value base consistent with Lighthouse Disability
- Excellent interpersonal and customer service skills
- Strong ability to prioritise without supervision, ability to focus, work quickly, meet deadlines and renegotiate timeframes as required
- Approaches work with enthusiasm, flexibility and commitment
- Ability to adapt quickly to changing circumstances.
- Ability to contribute in a team environment and to learn from others in a respectful manner

## CONDITIONS OF EMPLOYMENT

- Required to comply with the requirements of the Quality and Safe Guarding Commission
- Will need current driver's licence of an appropriate classification and a willingness to drive
- Required to undertake a pre-employment medical assessment resulting in a satisfactory outcome
- DHS Screening Clearances must always be current

Print name	Sign name
Your signature acknowledges that you have read and understood this document.	Date     /     /