

Ruah Community Services

Position Description

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| Position Title | EPYS Project Administration Worker |
| Code | 6ADMW4 |
| Division | Operations |
| Base Office | Various locations in the Perth Metro area |
| Classification Level | Level 4 of the Social, Community, Home Care and Disability Services Award 2010 |
| Reporting To | EPYS Manager |
| Supervision of | Nil |

Guided by our Vision, Mission and Values and three guiding principles

Vision – Flourishing communities through active participation and wellbeing of people with complex needs

Mission – Empowering vulnerable and disadvantaged people to create meaningful change in their lives through provision of quality support services.

Values – Respect, Grassroots, Partnerships, Integrity, Creativity

Guiding Principles – Collaboration, Inclusive Spirituality, Environment Sustainability, Aboriginal Recognition & Reconciliation, Welcoming Diversity, Client Focused, Enhancing Civil Society

Position Intention

This role provides administration support to the Early Youth Psychosis Service, and to all other services in the operations area as requested..

Organisation Structure



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| First issue date : 30.03.17 |
| Last review date: NA |
| Next review date: 30.03.19 |
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Key Duties and Responsibilities

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| Mission and Values | <ul style="list-style-type: none"> • Demonstrate ethical behaviour and decision making • Relate to all employees, volunteers, clients and contractors with courtesy and respect • Take responsibility for own actions/behaviours • Maintain confidentiality of all information in accordance with the organisation's policies • Operate within Ruah Community Services policies and procedures |
| Administration Duties | <ul style="list-style-type: none"> • Audit client files for data integrity upon case closure. • Reallocate scheduled client appointments in the instance where workers call in sick. • Contact clients to advise/remind of group activities or 1:1 meetings to assist workers when needed. • Supporting workers with using Carelink • Maintain petty cash and maintain office supplies/stationary orders. • Assist Managers with assembling receipts for corporate credit card acquittals, general correspondence, letters, formatting reports, documents and presentations, filing, photocopying and preparing handouts, resources for client groups, workshops and training. • Room set-ups for meetings, training and events • Complete project and evaluation work for the operations area as requested • Support projects and evaluation occurring within the program • Collect, collate and enter data into a range of software programs and self-monitor for accuracy • Assist with monitoring data quality and basic auditing • Schedule meetings, prepare agendas and minutes • Design and edit documents, presentations, reports and information resources for internal and external stakeholders including consumers, carers and staff • Participate in auditing and maintaining stocks of consumer and carer information resources at site • Contribute to the creation of forms and documentation in relation to service delivery, projects, evaluation and research • Support the tracking of activities in relation to service delivery, projects, evaluation and research |
| Stakeholder Engagement | <ul style="list-style-type: none"> • Promote effective working relationships with other agencies and key stakeholders • Represent the organisation and service programs in the broader community sector • Identify opportunities for working partnerships. • Contribute to the positive public profile of the organisation. |
| Communication | <ul style="list-style-type: none"> • Promote, participate in and contribute to a supportive team environment. • Build relationships based on trust and respect for every person. • Work as an effective and valued member of the Ruah team. • Work in a culturally secure and appropriate way |
| Reporting | <ul style="list-style-type: none"> • Working towards the required standards as stated in the relevant services contract |
| Quality and Risk Management | <ul style="list-style-type: none"> • Participate in the implementation of OSH policies and procedures • Manage and report risks • Follow workplace procedures for hazard identification and risk control • Ensure Occupational Safety and Health guidelines are followed in the workplace • Participate in quality assurance activities and evaluation of Ruah Community Services |

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Selection Criteria

Essential

- Willingness and ability to work within and contribute to the vision, mission, core values and the three guiding principles of the organisation
- Knowledge and understanding of diversity, gender and social inclusion, particularly Aboriginal culture.
- Relevant qualification in a related discipline and/or relevant work experience which demonstrates strengths in the criteria listed below.
- Demonstrated skills in systems administration.
- Experience in supporting research, projects and evaluations.
- Intermediate computer skills in the Microsoft office suite program; Client Care and contract management system.
- Well-developed organisational skills including time management and setting priorities
- Excellent customer services skills including interpersonal, verbal and written communication skills.
- Ability to work with minimal supervision and use initiative.
- Understanding of data and how to use data and information to drive good outcomes for clients.

Other

- Current drivers licence
- National Police Certificate

Authorisation

This document is an accurate statement of the duties and responsibilities of this position.

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| Manager Name | Emma Jarvis | Employee Name | |
| Manager Position | Executive Manager, Operations | Employee Signature | |
| Date | 13 Aug 18 | Date | |

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