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## POSITION DESCRIPTION

**POSITION TITLE** Administrative Officer

**THE ORGANISATION** Established in 1987, Out Doors Inc (Out Doors) is a community based mental health service providing a range of programs for people with mental health issues and their carers. Its mission is to provide challenging approaches to better mental health by assisting people to get *out the door* and to participate in the life of their community.

**POSITION SUMMARY** The main functions are to provide efficient, effective administrative support, act as the frontline in communicating with stakeholders via various platforms and distribute promotional material for the organisation.

All activities are undertaken within the parameters of the Out Doors Inc. Strategic Plan.

**TENURE** Confirmation of appointment is conditional on a satisfactory police check. Tenure is ongoing, subject to satisfactory completion of a three-month probationary period and continuing funding.

**HOURS** Up to 30.4 hours per week, Monday to Thursday (negotiable).

**AWARD** The Out Doors Inc Certified Agreement 2000 in conjunction with the Fair Work Act 2009.

**CLASSIFICATION** Contract

**REPORTING RELATIONSHIPS** Reports to the Chief Executive Officer (CEO) and in the CEO's absence, to other person nominated by the CEO.

## **Key Result Areas**

1. Provides services at Out Doors in a friendly, welcoming and responsive manner to all visitors.
2. Ensure accurate documentation of new and current participants in the client database.
3. Provides efficient and effective administrative support to Out Doors including close liaison with key staff members for successful stakeholder participation.

## **Position responsibilities**

### **1. Stakeholder contact**

- Act on the frontline by interacting with stakeholders and wider community, and ensure consistency of messaging across multiple channels.
- As directed by management, distribute a variety of promotional material including information to all relevant stakeholders (clients, staff from other agencies, funding bodies, community members etc),
- Apply culturally-relevant and appropriate approaches with people from diverse cultural, socioeconomic and educational backgrounds and persons of all ages, genders, health status, sexual orientation and abilities; in all incoming calls.
- In conjunction with staff, provide information and assistance to visitors (clients, staff from other agencies, funding bodies, community members etc).

### **2. Service Delivery**

- Monitor new pre-intake booking made on the website, phone calls or emails and enter it according to Pre-Intake process.
- Ensure all relevant information is recorded in the client database and processes are followed. Check client status as noted in the procedure.
- Enter activity bookings for the Out Doors programs from potential participants, carers, case managers and support workers from a range of services.
- Receive referrals (scan when required) and pass it on to relevant staff.
- Respond to stakeholder enquiries and confirm bookings as required.
- Support on program as a back-up when required.

### **3. Administrative Functions and Services**

- Perform a wide range of administrative functions, which includes mailing, filing system, quarterly photocopier charges, key and vehicle maintenance including cleaning, and repairs.
- Monitor the message system and make changes to improve efficiency where needed.

- Maintain stocks of office stationary/supplies and maintain the general administrative systems.
- Manage the routine maintenance of office equipment, assist with purchases and up to date supplies of equipment, reporting any cost variances to Finance Officer or CEO as occurring.
- Generate reports as scheduled.

#### **4. Organisational involvement**

- Organise catering for Council Meetings and Organisation Functions and book venues as required.
- Report, in a timely manner, any issues adversely affecting work capacity or work satisfaction, for which assistance in resolving is required.
- Participate in staff meetings, staff development and appraisal.as well as support Out Doors at events as required.
- Participate in evaluation, planning processes of the organisation and other incidental duties as directed by the CEO.
- Support staff with administrative systems and client database.

#### **5. Accountability**

- Ensuring that all systems and operating procedures are in place and operate at optimum level to ensure quality service delivery to participants.
- The freedom to act in this position is determined by Out Doors policy guidelines and procedures, together with direction and advice provided by the CEO.

#### **6. Judgment and Decision Making**

- To work independently and to make decisions on a daily basis within the area of professional expertise and in accordance with the approved work plan, polices and procedures.
- While the position will have access to policy and procedural advice a degree of independent judgment and decision making will be required particularly in emergency situations and in dealing with complex participant issues.

#### **7. Equal Opportunity**

Adhere to Council's Equal Opportunity policy and procedures and state and federal Equal Opportunity legislation. Support a work environment that is:

- free from discrimination harassment and bullying,
- refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards other staff or the community.

## **8. Occupational Health and Safety & Risk Management**

The following applies to all staff:

- Act in a responsible manner that complies with OHS legislation, Out Doors policies and the Staff Code of Conduct to ensure the health and safety of self and other employees and all other people in the workplace.
- Contribute to making Out Doors as risk free as possible for all employees, participants and visitors.
- Take all reasonable action to protect Out Doors assets from damage and or loss.
- Identify, report any hazards/risks, incidents or OHS issues observed in the course of their duties that have occurred, or have potential for injury/illness to people or damage to/loss of Out Doors assets.
- Support a safe and healthy working environment in accordance with the safety components of Out Doors Safety Policy, the Occupational Health and Safety Act 1985 (as amended) and related regulations, codes of practice and standards.
- Responsible for the identification and resolution of OHS issues.

**Review** -This position description will be reviewed in December 2024, in consultation with the incumbent.

## **Selection criteria**

### **Essential**

- Diploma qualified with minimum of 2 years experience or extensive experience in office administration and promotion.
- Experience in the maintenance of administrative systems and ability to manage and prioritise a range of tasks.
- Excellent verbal and written communication skills
- Ability to work individually on a project as well as in a team environment.
- Good interpersonal skills, in particular, the ability to relate to a wide range of people.
- High level of proficiency with Microsoft Word, Excel and database applications, and the ability to provide assistance and training to other staff members in their use.
- Current drivers license.
- Understanding of and commitment to social justice, equal opportunity, and community oriented.

### **Desirable**

- Understanding of the issues relevant to people living with a mental health issue and people from non-English speaking and indigenous backgrounds.