

1. POSITION DESCRIPTION

Position Title: Community Administrative Assistant

Location: Nadrasca, 52-62 Rooks Road, NUNAWADING V 3131

Hours of work: Full Time, 76 hours per fortnight

The Position: The **Community Administrative Assistant** is a functional role, responsible for a range of Quality activities and OH&S functions. This position provides effective provision of advice, systems, administration and support to managers and in order to fulfil the company's objectives.

2. ORGANISATIONAL AND JOB CONTEXT

Nadrasca is a not-for-profit company that receives both Federal and State Government funding. Nadrasca's Purpose is to Establish and Develop a Range of Services for People with a Disability. In accordance with the Constitution, Nadrasca provides services including, but not limited to, the areas of employment services, residential services, education services and leisure and recreation services.

Nadrasca is a values-based company which promotes a trustworthy, caring, respectful and supportive service. Nadrasca aims to provide the highest quality of service to the people it supports in accordance with the relevant Acts and Standards.

Nadrasca seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others. It is an environment that requires all team members to be open, flexible and responsive to new ideas and ways of working and actively supportive of each other with respect to achieving the best outcomes for Nadrasca and its participants.

Nadrasca employs 140+ supported employees with a disability in Nadrasca Industry and supports 200 people within Nadrasca Community. Nadrasca also provides Training Services for its participants. Nadrasca has approximately 175+ full-time, part-time and casual staff.

Nadrasca is an Equal Employment Opportunity employer with an absolute commitment to equality principles. Compliance with Nadrasca's Equal Employment and non-discriminatory policies is mandatory.

3. KEY RESPONSIBILITY AREAS

Accountability

The position is accountable and reports to the GM Community for the efficient, safe and effective delivery of a range of tasks within predetermined budget, quality, and time constraints.

Key Performance Indicators

- To provide high quality customer service
- To process Nadrasca Community paperwork
- To record, monitor and action updates to Training and Compliance records
- To monitor incomplete and outstanding training course records (Sentrient)
- To provide administrative support to various Community divisions
- To communicate and document system changes to stakeholders
- To reconcile monthly House Keeping and Receipts ledgers
- To promote a positive working relationship within the Nadrasca Community team
- Other duties as directed by the General Manager Community
- Recording of all meetings (minutes)
- NDIS billing and recording or participant attendance records
- Intake enquiries and book keeping, as required

Internal Liaisons

The Community Administrative Assistant is expected to liaise with the following people and areas within Nadrasca:

- Executive Director
- Chief Operations Manager
- General Manager, Nadrasca Community
- Manager – Quality & Compliance
- Nadrasca Community Managers

4. KEY SELECTION CRITERIA

Selection will be based on the skills, knowledge, experience and personal attributes that are required for achieving the key accountabilities listed above, along with the following:

Qualifications and Experience

- An administration related qualification would be an advantage
- Relevant computer skills in databases like a Client Information Management System (CMS)
- Knowledge and experience working in software applications such as Windows, MS Word, Excel / Outlook 365.
- Administrative Support
- Ability to extract and report on data

Skills and Attributes

- Must have excellent interpersonal skills.
- Must have excellent communication skills, both written and verbal.
- Ability to build relationships across all levels of the organisation.
- Ability to prioritize and plan own workload.
- High Level organizational skills
- Attention to detail
- Excellent time management skills to complete tasks.
- Ability to exercise sensitivity and maintain strict confidentiality, when required.
- Strong customer service ethic.
- Ability to establish and maintain positive relationships with external stakeholders.
- Self -motivated and able to work with minimal direction and supervision, with a proven ability to work autonomously and within a team.
- Ability to be flexible and work using own initiative.
- Ability to maintain confidentiality
- Coordinate various meetings with stakeholders, compile agendas, minutes, action record management and distribution of resources/materials
- Maintain current qualifications and training according to your role

5. EMPLOYMENT GUIDELINES

All Nadrasca staff are required to:

- Comply with all Nadrasca policies and procedures at all times.
- Comply with all occupational health and safety legislation and regulations
- Comply with all other Commonwealth and State legislation relevant to the company.
- Work in a collaborative fashion with Nadrasca staff, employees, service users, customers, and stakeholders
- Uphold and enhance the reputation of Nadrasca
- Maintain the highest level of integrity in the conduct of Nadrasca business
- Undertake identified training and development activities/programmes
- Take part in Nadrasca's performance appraisal process

Applicants must be prepared to undertake a medical assessment to determine fitness to undertake the inherent duties of this position.

All applicants must undergo a **National Police Check**, an International Police Check (if applicable) and obtain a **Working with Children Check** prior to employment.

All applicants must be checked against the DWES (Disability Workers Exclusion Scheme).

All relevant staff must provide evidence of unrestricted Australian residential and working visa.

Name
(Staff Member): _____

Signed
(Staff Member): _____ **Date:** _____

Name (Manager): _____

Signed (Manager): _____ **Date:** _____
