



POSITION DESCRIPTION – Administration Officer	
Part 1 – Expectations for Your Role	
Position	Administration Officer
Service / Program	Primary Care and Allied Health
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Support Services - Level 2
Reports to	Team Leader, Allied Health Administration
Effective Date	November 2025

Key Deliverables

- Provide general administration support and assistance to the Allied Health teams and programs
- Responding in a timely manner to internal and external enquiries and requests
- Manage customer appointments and staff schedules
- Support customer recruitment and retention including correspondence, service contracts, waiting lists and customer on-boarding
- Support customer billing process
- Draft and contribute to the development of documentation and written communications such as minutes, presentations, reports and general correspondence as required
- Support various funding lines
- Support and follow up any organisational, funding or legislative compliance reporting requirements as required
- Support project activities and deliverables with excellent attention to detail, effective monitoring/tracking of actions and items, as well as assisting with logistics as required
- Communicates clearly and effectively with stakeholders across all levels of the Allied Health teams and programs
- Complete all mandatory training modules within designated timeframes
- Performance measure – Achievement of these deliverables will be assessed against the Key Performance Indicators (KPI's) outlined in Key Performance Indicators – Administration Assistant document.

Skills

- Well-developed administrative skills – attention to detail and accuracy skills
- Confident using MS Office Suite applications
- Approachable and demonstrates excellent customer service skills
- Ability to work autonomously and as part of a team
- Able to problem solve, organise and prioritise work
- A confident and effective communicator



- Emotional intelligence, personal resilience and tenacity



Experience and Knowledge

- Experience working in an office administrative role
- Knowledge and experience in customer service (desirable)
- Knowledge and experience in data entry (desirable)
- An appreciation and understanding of the not-for-profit sector (desirable)

Qualification/Registrations/Licences

- NDIS Screening Check

Highly regarded Qualifications and/or Certifications

- Certificate III in Business Administration

Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Mobility:** Ability to move around the office and attend meetings. Able to walk up stairs.
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.
- **Travel:** Ability to travel locally to Each location.



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.



- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centred, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.