

**POSITION DESCRIPTION – Administration Officer – NDIS Children’s Therapy Services****Part 1 – Expectations for Your Role**

Position	Administration Officer
Service / Program	Primary Care – Community Health Paediatric and Counselling Service
Industrial Instrument	Each Agreement
Instrument Classification	Support Services Level 2
Reports to	Team Leader, Community Health Paediatric and Counselling Service
Effective Date	May 2025

Key Deliverables

- **Administration Support** – Assist the NDIS Children’s Therapy Service and Community Health Paediatric and Counselling teams with general administrative tasks.
- **Enquiry Management** – Respond promptly to internal and external enquiries.
- **Appointment & Scheduling** – Manage customer appointments and staff schedules.
- **Customer Engagement** – Support recruitment, retention, correspondence, service contracts, waiting lists, and onboarding.
- **Billing Support** – Assist with customer billing processes.
- **Documentation & Communication** – Draft and contribute to minutes, reports, presentations, and general correspondence.
- **Compliance & Reporting** – Ensure organisational, funding, and legislative compliance requirements are met.
- **Project Support** – Monitor actions, track deliverables, and assist with logistics.
- **Stakeholder Communication** – Engage clearly and effectively across all levels of the Primary Care teams.

Skills

- **Administrative Skills** – Strong attention to detail and accuracy.
- **Tech Proficiency** – Confident using MS Office Suite.
- **Customer Service** – Approachable with excellent client engagement.
- **Teamwork & Independence** – Able to work autonomously and collaboratively.
- **Problem-Solving** – Skilled in organisation and prioritisation.
- **Communication** – Confident and effective in verbal and written interactions.
- **Emotional Intelligence** – Demonstrates resilience and tenacity.

Experience and Knowledge

- **Health Admin Experience** – Previous experience in a health service administrative role.
- **Medical Software** – Familiarity is advantageous.
- **Customer Service** – Knowledge and experience desirable.
- **Data Entry** – Skilled in accurate and efficient entry (desirable).
- **Not-for-Profit Sector** – Understanding and appreciation (desirable).
- **Diversity Awareness** – Knowledge of the needs of CALD and diverse communities.



Qualification/Registrations/Licences (Mandatory only)

- N/A

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.
- **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.



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

Each employee is responsible for their 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).

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.
- Ensures Each Great Care is put through its PACES (Person-Centered, 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.