

**POSITION DESCRIPTION - Administration Officer****Part 1 – Expectations for Your Role**

Position	Administration Officer
Service / Program	Mental Health Alcohol and Other Drugs
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Support Services - Level 3
Reports to	Operations Manager
Effective Date	August 2026

Key Deliverables

Administrative Support:

- Assist the Operations Manager with daily administrative tasks, including scheduling appointments, managing calendars, and coordinating meetings.
- Prepare and distribute meeting agendas, minutes, and follow-up action items.
- Handle correspondence, including emails, phone calls, and internal communications.

Documentation and Record-Keeping:

- Maintain accurate and up-to-date records and files, ensuring confidentiality and compliance with relevant regulations.
- Prepare and format documents, reports, and presentations as required.
- Assist in the development and maintenance of administrative systems and processes.

Coordination and Communication:

- Act as a point of contact for internal and external stakeholders, providing information and assistance as needed.
- Coordinate travel arrangements, including booking accommodations and transportation for staff.
- Support the organization and execution of events, workshops, and training sessions.

Financial Administration:

- Assist with basic financial tasks such as processing invoices, managing expense reports, and tracking budget expenditures.
- Support the Operations Manager in budget preparation and monitoring/coordination.

Office Management:

- Ensure the office environment is well-organized, equipped, and maintained.
- Order and manage office supplies and equipment.
- Support the implementation of health and safety protocols within the office.



Skills

- **Organisational and Time Management:** Excellent skills with the ability to prioritise tasks and meet deadlines.
- **Communication:** Strong written and verbal communication skills.
- **Software Proficiency:** Skilled in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other relevant software.
- **Attention to Detail:** Accuracy in handling information and documentation.
- **Independent and Team Work:** Ability to work independently and as part of a team.
- **Interpersonal Skills:** Strong ability to interact effectively with a diverse range of stakeholders.

Experience and Knowledge

- **Administrative Experience:** Previous experience in an administrative role, preferably within the healthcare, community services, or non-profit sector.
- **Office Management & Accounting:** Familiarity with office management procedures and basic accounting principles.
- **Sector Knowledge:** Understanding of the mental health, alcohol and other drug, and psychosocial support services sector is desirable.
- **Data Protection:** Knowledge of data protection and confidentiality practices.

Qualification/Registrations/Licences (*Mandatory only*)

- Certificate or diploma in office administration, business administration, or a related field (or equivalent work experience).
- Current state-based driver's licence.

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.
- **Travel:** Ability to travel locally.

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.

**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

An Each employee is responsible for:

- 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-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.