POSITION DESCRIPTION – Administration Officer	
Part 1 – Expectations for Your Role	
Position	Administration Officer
Service / Program	Older Adults
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Support Services Level 1
Reports to	Team Lead Support Services
Effective Date	August 2025

Key Deliverables

This role will see you undertaking a range of administrative functions such as rostering, invoicing, processing of claims, data entry, report generation, liaising with key stakeholders such as case managers, brokers, support staff, customers and funding bodies/agencies and general administrative support.

Rostering

- Collaborating with staff to understand staffing requirements and operational needs
- Create, maintain and communicate rosters for employees/external providers, taking into account availability, skill level, gaps and workload
- Collaborate with team leaders and other stakeholders to adjust rosters and staffing levels as needed to ensure that operations are adequately staffed
- Use rostering software and other tools to manage and track schedules
- Provide regular reports on staffing levels and roster performance

Financial

- Accountable for responsive and accurate processing of invoices, claims and payments
- Send out monthly customer invoices and statements as well as any ad hoc mailings
- Respond to customer account queries in a timely and professional manner
- Facilitate the transfer of client balances from other providers
- Calculates closing balances and distributes funds as required
- Liaises with clients to explain statements and other details
- Verify and process invoices/shift allocation for Internal/External Service Providers/Agencies
- Provide data and reports as requested and required

Skills and Experience

- Previous experience in a similar role desirable
- High level of computer literacy including working knowledge of Microsoft Office Suite
- Ability to adapt to other IT systems, rostering and client management experience eg Carelink Plus
- Demonstrated ability to communicate effectively with a diverse range of internal/external stakeholders
- Exceptional time management and organisational skills
- Strong problem-solving skills and the ability to make decisions under pressure

Qualification/Registrations/Licences

- Certificate IV Business equivalent or demonstrated learned experience
- Not on the Aged Care Quality and Safety Commission Banning Order Register

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 to other Each location's

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.

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