

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

Position	Administration Officer
Service / Program	Early Childhood Approach
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Support Services – Level 1
Reports to	Team Leader
Effective Date	November 2025

Key Deliverables

- Respond to calls and emails from families, referrers, and stakeholders in a professional and empathetic manner.
- Schedule appointments and coordinate staff calendars using Microsoft Outlook.
- Create and maintain child and parent accounts in the client management system.
- Child and family records are complete, accurate, and up to date.
- Monitor and triage the intake email inbox, responding or redirecting as appropriate.
- Contact families to gather additional information as needed.
- Ensure accurate data entry and maintain confidentiality of family information.
- Support the Intake Team with administrative tasks to ensure smooth service delivery.
- Generate data reports from the NDIA business system.

Skills

- Excellent verbal and written communication and customer service skills.
- Strong organisational and time management abilities.
- Attention to detail and accuracy in data entry.
- Ability to manage multiple tasks and prioritise effectively.
- Empathy and professionalism when engaging with families.
- Proficiency in Microsoft Outlook and other office applications.

Experience and Knowledge

- Experience in administrative or customer service roles.
- Strong understanding of confidentiality and privacy requirements when handling sensitive information.
- Experience managing and triaging high-volume of emails based on priority.
- Demonstrated ability to manage workflows and contribute to process improvements.



Qualification/Registrations/Licences

- National NDIS Worker Screening Check.
- National Police Clearance (or willingness to obtain).

Physical Requirements

- Sit for extended periods and use office equipment.
- Handle administrative tasks.
- Travel locally to Each locations as required.

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

- 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. These considerations extend to all of our customers inclusive of priority populations.



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 Compliance

- 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
- Consent to Each sharing relevant personal information with the Victorian Department of Education under Early Childhood Workforce Register obligations (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.
- 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.