



Logistics Officer POSITION PROFILE

PART A: POSITION DESCRIPTION

Position Title: Logistics Officer	Location: National Office, or as advertised
Group: Individual & Community Services	Reports to: Logistics Coordinator
Industrial Award Coverage: Clerks – Private Sector Award	Classification Level: Level 2

Organisation Purpose

A different brilliant® - Understanding, engaging and celebrating the strengths, interests and aspirations of people on the autism spectrum.

Vision	Mission	Values
The best opportunities for people on the autism spectrum	We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focused & customer driven	We are passionate about people, about being positive and about what's possible

Team Purpose

To build and develop the capacity of individuals on the autism spectrum. This includes supporting the families, caregivers and others to identify and use their individual and family strengths to encourage engagement within their community.

Position Purpose

To provide logistical support to the Aspect Therapy team using Salesforce to ensure financial information is current and appointments are scheduled in a timely manner. The position also provides a range of administrative supports to a transdisciplinary team of therapists and the National Manager of Aspect Therapy.

Outcomes

Key Result Area:	Requirements & Expectations	Success Indicators
Aspect Therapy – Salesforce coordination and financial administration	<ul style="list-style-type: none"> • Ensure queued appointments are scheduled to the correct therapist on a daily basis • Reschedule appointments on a daily basis as requested by therapists • Use PRODA to create and view portal bookings • Set up Plans, Support Budgets and Work Orders in Salesforce from signed Service Agreements • Work through specific reports to ensure client data is up to date and correct on Salesforce, including waitlist reports • Communicate with Operational Leaders around therapist rostering patterns to ensure consistent and efficient rostering practices. • Communicate support budget end dates and funds remaining with therapy staff • Ensure that staff are actioning clients allocated to them • Support with reviewing of rejected billing • Provide training to staff on rostering and setting up client financial information on Salesforce when required • Assist in the development and maintenance of communication materials to families around waitlist and other client information as requested. • Order and control supply of stationery and other office supplies and couriering of items where appropriate if working in an Aspect Therapy Office • When requested, support Aspect Therapy meetings and events including National Meeting, regional and operational meetings • Undertake ad hoc administrative projects as directed by the Aspect Therapy National Manager 	<ul style="list-style-type: none"> • Client appointments are scheduled ready for sessions on a daily basis • Salesforce data reflects administrative efficiency via monthly reporting • Customer and internal stakeholder feedback is positive • Reports are accurate and on time.

Customer Service and Relationship Management	<ul style="list-style-type: none"> • Communicate regularly and effectively with Aspect Therapy staff and leadership • Communicate regularly and effectively with the other Logistics Officers • Communicate with families via email or phone when required regarding waitlist information or other client data • Build positive relationships with all families, other service providers, and other people/businesses in the community as appropriate • Build positive relationships with all internal stakeholders. 	<ul style="list-style-type: none"> • Positive feedback from internal and external customers
Documentation, Policies and Procedures	<ul style="list-style-type: none"> • Maintain client files, notes and records in a manner consistent with Aspect Policy, legislative requirements and appropriate code of ethics • Adhere to the professional Code of Conduct and as outlined in Aspect policies and procedures • Adhere to appropriate lines of reporting (i.e. Regional Manager, thence National Manager). • Complete all mandatory training modules relevant to position 	<ul style="list-style-type: none"> • Client records are maintained to meet notes guidelines and all audit standards. • Acadame (LMS) modules are up to date
Safeguarding the people we support	<p>Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support.</p> <p>Staff are expected to:</p> <ul style="list-style-type: none"> • Follow safeguarding guidelines as outlined in Aspects Safeguarding the People We Support policy and Code of Conduct. • Complete mandatory Code of Conduct training and implement into day to day operations and practice • Be vigilant and maintain a heightened sensitivity to recognising signs of abuse, neglect or exploitation and escalate/report those signs/concerns • Escalate/report other staff practices which deviate from policy/procedure 	<ul style="list-style-type: none"> • Demonstrated evidence that Aspect's values and Code of Conduct are understood and practised in all aspects of work • Completion of Code of Conduct on-line training

Work, Health & Safety	<p>It is a requirement for all staff to:</p> <ul style="list-style-type: none"> • Take reasonable care for their own health and safety • Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements • Report unsafe conditions or practices, and make suggestions to their manager on improving work, health & safety at Aspect. • Exercise duty of care in the health, safety and welfare of students and participants and ensure they are treated with dignity and respect • Participate in the staff consultation process about work health & safety matters 	<ul style="list-style-type: none"> • Work, Health & Safety matters are included as part of regular meetings • Identified hazards, issues or risks are evaluated and appropriate management controls are adhered to
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PART B: POSITION CRITERIA

Capabilities	<ul style="list-style-type: none"> • Able to work as part of a team and independently • Customer focussed • Diplomatic and confidential • Adaptable • Attention to detail • Self-motivated and organised • Innovative • Familiarity with budgets and costing of services • Ability to complete a number of competing tasks within required timeframes
Knowledge & Experience	<ul style="list-style-type: none"> • Experience providing administrative support within a team. • Outstanding customer service skills. • Demonstrated capacity to manage database records and office systems. • Excellent written and verbal communication skills. • Ability to establish effective relationships with internal and external stakeholders. • Experience using Salesforce or similar CRM (preferred). • Intermediate MS Office skills, particularly in Word, Outlook & Excel. • Knowledge of the disability sector (preferred)
Job Requirements (Essential)	<ul style="list-style-type: none"> • Working with Children Check WWCC (for relevant state, if applicable) appropriately cleared • NDIS Worker Screening Check and Completion of NDIS Worker Orientation Module • Valid driver's licence and willingness to travel as required
Job Requirements (Desirable)	<ul style="list-style-type: none"> • Experience working with database systems

	<ul style="list-style-type: none"> • Experience in an administrative role
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Functional capacity requirements	Note: Frequency refers to an approximate percentage of time in a typical shift or period on duty: <i>Rarely: Up to 7% Occasionally: 8% to 33% Often: 34% to 66% Continuously: More than 66%</i>	
	Requirement	Frequency
	Resilience to time pressure/workload	Rarely
	Sitting	Continuously
	Standing, Walking	Occasionally
	Pulling, pushing, lifting <5kg, reaching, carrying	Rarely
	Fine motor skills – keyboarding, writing	Continuously

PART C: APPROVED BY

Position Approved by: Rachel Kerslake, National Manager, Aspect Therapy