

Position Description

OVERVIEW

Title	Group Services Campus Coordinator Administration Officer
Department	Client Services
Reports To	ACR Campus Coordinators.
Location	Doncaster East
Date Prepared	March 2024

PURPOSE

This role is responsible for ensuring general administrative support to the ACR Campus Coordinators.

PARAMETERS

Key Internal Stakeholders	Management, administrative teams and general staff
Key External Stakeholders	All visitors to Onemda

QUALIFICATIONS AND REGISTRATIONS

- Relevant training and qualification (desirable)

KNOWLEDGE AND EXPERIENCE

- Previous experience in a similar role
- Proficiency in MS Office is essential
- CRM experience is essential
- Proven experience problem solving

CORE SKILLS

Specialist Skills and Knowledge

- Well-developed customer service skills
- Strong written and verbal communication skills
- Strong organisational and time management skills
- High attention to detail
- Ability to work autonomously and as part of a team
- Enthusiastic, professional and customer focused (internally and externally)

Interpersonal Skills

- High level of interpersonal and communication skills (both written and verbal)
- Ability to work collaboratively across all areas of the organisation
- Demonstrated ability to communicate effectively with persons with a disability, staff and advocates

MUTUAL COMMITMENTS

Equal Opportunity. Onemda is committed to being an equal opportunity employer, aiming to provide every employee with fair access to all workplace opportunities and benefits. In return, employees will treat each other fairly, without discrimination.

Diversity. Onemda welcomes and embraces diversity through providing safe, positive and nurturing environment which celebrates the rich dimensions and contributions of diversity contained within each individual.

Safety Screening. An offer of employment cannot be confirmed until the safety screening requirements have been conducted, assessed and clearance has been given.

The safety screening process incorporates the completion of the following:

- Criminal history check (crimcheck.org.au)
- Reference check (including, but not limited to, disciplinary action disclosure, confirmation of qualifications and training and an understanding of appropriate behaviors)
- Disability Worker Exclusion Scheme (DWES) check

Safeguards: Vulnerable people have the right to be and feel safe. Onemda has zero tolerance for any form of abuse.

KEY PERFORMANCE AREA	ACTIVITIES AND RESPONSIBILITIES
Administration	<ul style="list-style-type: none"> • Assisting with scheduling stream meetings and undertaking meeting minute writing • Complete debit card reconciliations and forward these to Coordinators for sign-off • Coordinate invoice processing including approvals • Assist with the preparation of correspondence to participants and families. • Stocking of consumables and stationery for the program rooms. • Undertake photocopying, collating and binding tasks. • Assist with the preparation of notices as required. • File documentation to ensure efficient and easy access for retrieval. • Support Coordinators with other general administrative tasks as needed.
Participant related documentation support	<ul style="list-style-type: none"> • Send Welcome letters and Welcome Packs to new participants. • Complete data entry in Penelope, e.g. attendance records, billing cart items, changes in support levels, maintain currency of demographic data. • Other administrative tasks related to participant file management including monitoring the Document Register, following up expired specialised health plans and care documents, uploading these documents to Penelope, monitoring the completion of Outcome Reports and My Plans including follow up. • Ensuring Risk Assessments are uploaded to Penelope. • Provide administrative support to Onemda Council including agenda preparation, meeting minutes, collating feedback forms. • Summarise My Plan feedback and other participant and family feedback received.
Staff recruitment, rostering and training – administrative support	<ul style="list-style-type: none"> • Assist with day-to-day rostering of staff and backfill as directed by the Coordinators. • Coordinate the completion of Employee Variation Forms. • Provide support with the recruitment process including arranging interviews for staff once short listed by Coordinators, attending interviews for the purpose of recording interview notes, following up referee checks as directed by the Coordinators, assisting with staff induction, completing onboarding and offboarding tasks. • Provide support with staff training including liaising with P&C to organise training sessions as required, ensuring training attendance records are completed, follow up with staff re completion of outstanding training. • Coordinate the processing of timesheets. • Forward completed staff supervision documents to P&C. • Maintain up-to-date staff headshots in the program rooms. • Follow up sick leave forms and approvals as needed.
Event management support	<ul style="list-style-type: none"> • Support Coordinators with various events and other activities involving external stakeholders as required.
Culture	<ul style="list-style-type: none"> • Consistently live and demonstrate the Onemda Values – leadership, development, respect, welcoming, caring and supportive • Ensure Onemda's service provision is in accordance with the principles of social justice and with respect for the dignity and human rights of all persons. • Safeguard the positive culture of Onemda and identify and address any risks to the good reputation, caring culture and ethical standing of the organisation

KEY PERFORMANCE AREA	ACTIVITIES AND RESPONSIBILITIES
	<ul style="list-style-type: none"> Adhere to the principles of The Victorian Charter of Human Rights 2006
Workplace Health and Safety	<ul style="list-style-type: none"> Work in a safe manner and adhere to safety instructions as outlined in the Onemda Association's Policy and Procedure Manual and Emergency Management Plan. Participate in regular safety checks, including fire drills and contribute to the evaluation and review of such procedures. Remain competent, physically able and informed in safe manual handling procedures. Use program areas, vehicles, equipment and program materials in a responsible and careful manner. An employee must not intentionally or recklessly interfere with, or abuse anything provided at the workplace.
Other Activities	Other activities and projects as reasonably directed.

I, _____ hereby acknowledge that I have received a copy of the Position Description relevant to my position within the Onemda Association.

I understand my role within Onemda and the responsibilities and accountabilities relevant to my position and acknowledge that my direct line manager will undertake Performance Supervision as deemed necessary and provide me with regular feedback.

Signed: _____

Date: ____/____/____