

## Position Description

<b>Position title:</b>	Administration Officer	<b>Reports to:</b>	Site Manager
<b>Program / Department:</b>	Salisbury Office	<b>Primary work location/s:</b>	Salisbury Office
<b>Direct reports:</b>	NA	<b>Key stakeholders:</b>	Internal
<b>Award:</b>	SCHADS	<b>Classification:</b>	Level 2

## Who we are

Baptist Care SA provides out of home care, disability care, youth education and employment, homelessness, and therapeutic support services. Established in 1913 we have a dedicated staff and volunteers who work tirelessly to help South Australians achieve their full potential. Baptist Care SA is committed to working with the State's most disadvantaged, championing local issues and connecting with people to provide transition pathways from adversity to opportunity.

## Our values

<b>Integrity</b>  Ensuring personal and corporate transparency and the highest ethical standards.	<b>Compassion</b>  Treating people and communities with empathy, dignity and fairness.	<b>Empowerment</b>  Releasing individual strengths that promote personal and community transformation.	<b>Innovation</b>  Fostering a culture of continuous improvement, staff engagement and improved client outcomes.
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## About the role

Salisbury Office provides support for Baptist Care SA Services operating from Baptist Care SA's Northern Hub based at Salisbury.

The Administration Officer provides administration support to various services based at Salisbury Office.

## Role responsibilities

### Provide Quality Support to Baptist Care SA Clients and Visitors

- Ensure front reception area is welcoming and inviting for all clients and visitors to Baptist Care SA including the meeting rooms and kitchen areas
- Meeting and greeting all clients and Visitors to Baptist Care SA including face to face and over the phone.
- phone, email, and calendar management, internal communications, preparing reports, maintaining office equipment and office supplies.
- Complete client records such as client personal details, referral details, as per Baptist Care's Practice Frameworks
- Attend training opportunities as requested to ensure working knowledge and mandatory requirements remain up to date.
- Develop and demonstrate cultural responsiveness with all interactions within their role.
- Develop skills to effectively manage and respond to difficult and/or challenging behaviours, situations, or conversations.
- Ensure effective stakeholder relationships are developed and maintained.
  - Prioritise and manage workloads to complete all relative administration tasks and service KPIs.
  - Provide assistance with setting up meeting rooms and training rooms including arranging catering for site activities.
  - Provide accurate and timely minutes to team meetings and ensure they are distributed accordingly.
  - Ensure all financial transactions, such as credit card coding, client reimbursements, invoices and purchase orders are processed accurately and in a timely manner.
  - Point of contact for all corporate services at the Salisbury Site.
  - Maintaining and managing office supplies such as stationery, kitchen supplies and program specific needs.
  - Preparing and maintaining client files in Alayacare for archiving and returning files as per contractual requirements.
  - Collating and maintaining documents, booking training, photocopying, laminating, and supporting with site administration tasks as required.
  - Maintaining program specific reporting and communications to relevant stakeholders such as maintaining corporate company vehicle logs, ensuring vehicle inspections are in place monthly, vehicles are booked for servicing and general maintenance is maintained.

### Team Collaboration

- Prepare for and participate in 1:1 supervision, group supervisions, team check ins and fish bowls.
- Role model behaviours consistent with a team culture of continuous improvement, knowledge sharing, resilience, and collaboration.
- Communicate flexibility in an appropriate manner, adapting communication style to meet people's needs.
- Provide meaningful contributions of ideas and information within meetings and other team forums.
- Prioritise and manage workloads to complete all relative administration tasks and service KPIs.

## Administration and Reporting

- Actively engage in continuous quality improvement activities by participating in staff surveys, team meeting and supervisions. Completion of Mandated Notifications and Critical Incident Reporting processes in line with Baptist Care SA's Processes and escalation to Team Leader where required.
- Complete organisational documents accurately, with appropriate level of detail to reflect and assist client-centred decision making.

## Personal Accountability and Self Care

- Promote and adhere to Baptist Care SA's Policies and Procedures and all relevant government legislation and standards.
- Model a professional approach to own accountability and influence others.
- Take responsibility for own professional development and maintain appropriate professional knowledge in relevant legislation.
- Maintain a safe and healthy workplace.
- Recognise own responsibility and assist others in the promotion of Baptist Care SA's image and reputation.
- Be able to address and mitigate risk in own work.

## Quality and continuous improvement

- Contribute to the ongoing review and evaluation of service delivery to ensure the continuous improvement of our services, enhancement of our client wellbeing, independence, and choice.
- Comply with relevant legislation.
- Contribute to the review and continuous improvement of our internal systems for quality assurance, reporting, and monitoring.
- Ensure business and operational risks are identified and appropriately monitored and/or mitigated.

## Work Health and Safety

Baptist Care SA is committed to the health, safety and wellbeing of our employees, volunteers, contractors, clients, and other people within our workplaces. As a Baptist Care SA team member, you must:

- Take reasonable care for your own and others' health and safety within the workplace.
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others.
- Cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace.
- Report all injuries, illness, near misses or hazards as per Baptist Care SA's policies and procedures; and
- Participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

## Know and apply Baptist Care SA policies and work directives

- Align with the Baptist Care SA strategic intent and values, including the strategic plan.

- Model and foster behaviours aligned with the Code of Conduct.
- Work harmoniously with Baptist Care employees, volunteers, and other stakeholders.

## About you

### The qualifications you bring

- VET Cert III in Administration or similar qualifications

### The experience you bring

- Evidence of administration experience of more than 2 years.
- Evidence of experience of minimum 2 years of working in a community services environment.

### The competencies (knowledge, skills and behaviours) you bring

- Sound understanding of the impact of trauma, neglect, and abuse. Ability to identify, eliminate and mitigate dysregulated behaviours using trauma informed practice.
- Demonstration of clear and effective communication skills, including written and verbal.
- Ability to work with others with Culturally Linguistically Diverse (CALD) Backgrounds
- High level of verbal and written communication skills.

### Other specific employment requirements

- A current and valid DHS: Child-Related Employment Screening/ WWCC
- A current and valid National Police Clearance
- Training – Child Safe Environments
- Training – Apply First Aid (min HLTAID012)
- Training – RAHAN EC and KSCP
- Ability and willingness to travel within South Australia as required.
- A valid full South Australian drivers' license (C Class)

### Desirable Requirements

- Promote good relations and practices towards different minority groups that support equality, diversity, and inclusion.
- Previous experience in a faith based, community services environment.
- Aboriginal and Torres Strait Islander peoples are encouraged to apply.

## Your confirmation of acceptance:

By signing below, I accept that I have read and understood this position description and that I agree I am able to undertake all aspects of this role.

Employee signature: \_\_\_\_\_

Date: \_\_\_\_\_

Employee name: \_\_\_\_\_

### Monitoring, evaluation and review

Status:	Approved	Control:	People and Culture
Approved by:	P&C Business Partner	Version:	1
Effective Date:	23 November 2023	Review Date	23 November 2024