

## Position Description

<b>Position title:</b>	Administrator	<b>Reports to:</b>	Team Leader
<b>Program / Department:</b>	Family Wellbeing Service	<b>Primary work location/s:</b>	Wayville
<b>Direct reports:</b>	nil	<b>Key stakeholders:</b>	FWS Team, Baptist Care SA Leaders and Employees
<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

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

Family Wellbeing Service (FWS) is federally funded through the Department of Social Services', Family Mental Health Support Service initiative. FWS has a large catchment area covering Salisbury, Adelaide, Burnside, Campbelltown, Charles Sturt, Holdfast Bay, Marion, Mount Barker and the Adelaide Hills Councils. The service is funded to provide early intervention, short term therapeutic wellbeing support for children and young people (0-18) years, working closely with their family and support network. The service prides itself on offering an innovative, high quality, best practice therapeutic support for clients, achieved through the collection of data, continue research, and evaluation.

Working as part of the broader Family Wellbeing Service Team, the Administrator is responsible for administrative duties relating to the accurate management of all administrative tasks and contributes to the

delivery of effective and efficient FWS activities and programs. The role acts as the first point of contact for FWS related queries and escalates to more senior team members as required.

## Role responsibilities

### Administrative Support

- Function as the first point of contact for Family Wellbeing Services.
- Monitor and maintain the FWS inbox and respond to queries, for new referrals, contact from external and internal stakeholders, invoices, or other relevant emails for action as per the workflow.
- Upload new referrals to relevant client management systems and update the Manager as required.
- Ensure all client's required documentation across the client journey is completed and regularly reviewed as directed by leadership in line with practice excellence requirements.
- Support with resources and file management requirements across the team.
- Any other administration tasks as directed by the leadership team – could include; setting up, creating, and monitoring excel sheets, word documents and/or updates and maintaining FWS Intranet and Communication Hub on our SharePoint site as required.
- Contribute to the development, review and monitoring processes of procedure documents and forms to ensure they support an effective and consistent delivery of FWS services.
- Contribute to the delivery of FWS related projects and programs as required.

### Marketing Campaigns

- Monitor, maintain, update all marketing collateral and information for emailing out to external stakeholders.
- Create, maintain and update all contact information for stakeholder data base.
- Send out marketing information and other related information to stakeholders, as directed, to ensure a regular flow of referrals to our service.

### 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.

- 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.

### The qualifications you bring

- Any relevant education or certification.

### The experience you bring

- Proven experience in Community Services or general administration, reporting and document management.
- Ability to work within a not-for-profit or community-based environment.
- Experience with navigating and utilising online and computer-based systems as necessary.
- Advanced interpersonal skills with a proven collaborative approach and demonstrated ability to work collaboratively with and across teams.

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

- Strong written and verbal communication skills to interact with a variety of people, both internal and external, from employees to executives.
- A high level of computer literacy across the range of MS Office suite, including WORD, Outlook, and Excel and desirable for SharePoint.
- Be analytical and methodical in your approach to problem solving.
- Have a problem-solving mentality.
- Strong organisational and time management skills including the ability to manage competing and/or changing priorities.
- Excellent attention to detail and passion for the delivery of work to a high standard.
- Ability to work under pressure and deliver within short time frames.
- Ability to deal with sensitive issues with empathy.
- Ability to maintain confidentiality at all times.
- An ability/willingness to adopt to new computer programs and systems as required.

### 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
- Ability and willingness to travel within South Australia as required
- A valid full South Australian drivers' license (C Class)

### Desired Requirements

- Promote good relations and practices towards different minority groups that support equity diversity, and inclusion.
- Previous experience in a values-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:	2
Effective Date:	April 2026	Review Date	April 2027