

Position Description

Position Title:	Position type:
Senior Administration Officer	Permanent
Reporting to:	Position Detail
Resolve Team Leader	Full Time
Position based in:	Child Protection Risk Status
Parap at Anglicare NT - Resolve main office	<input checked="" type="checkbox"/> High Low

POSITION OBJECTIVE

Provide effective, culturally relevant and confidential management of all reception, intake and overall coordination of administrative and office duties for the Resolve cluster of services. Provide proactive administrative management and associated support services to the various professional practitioners (counsellors, mediators and educators) who deliver direct client services. Ensure reception and administrative services provided are in accord with the Family Law Act of Australia and in line with funding agreements, sub contract requirements and guidelines issued by the Family Relationship Services Program.

PROGRAM OVERVIEW

Resolve, is a cluster of government funded family relationship early intervention, counselling and post separation programs which currently includes: Adolescent Mediation/Family Therapy service, Family Dispute Resolution service, Family Relationship Education & Skills Training, Parenting Orders Program and Victims of Crime Counselling Service. In addition, mediation services are provided through sub contracts held with the Family Relationship Centre and the Federal Magistrates Court.

Resolve's commitment to integrating child inclusive and culturally relevant practices into Counselling and Family Dispute Resolution interventions is a signature aspect of this program cluster. Service delivery activity occurs primarily in Darwin with outlets in Nhulunbuy, Katherine and Alice Springs.

SCOPE

The Administration Manager will:

- Coordinate, manage and develop administrative procedures including data collection.
- Oversee other administrative support staff, including training and supervision.
- Ensure the smooth running of Resolve office(s).
- Undertake facility, asset, vehicle and equipment management.
- Case manage mediation files, ensuring efficient confidential records management.
- Assist and support Resolve practitioners in program delivery.
- Maintain effective liaison with relevant external parties and relevant Anglicare NT staff.
- Comply with all legislative, funding and organisational policy and practice requirements.

DUTIES AND RESPONSIBILITIES

Specific

1. Adhere to all relevant Federal and Territory legislation, contractual requirements, performance standards and funding guidelines.
2. Assist Resolve Team Leader to ensure the effective administrative operation of Resolve.
3. Manage assets, vehicles, IT, telephones, equipment and facilities, and keep in good repair – meeting Occupational Health & Safety requirements, maintain associated records and central booking systems. Use equipment, assets and facilities in an accountable manner.

4. Manage administrative systems for petty cash, client fees, purchases, cheque requisitions, generation of tax invoices, correspondence, meeting records, completion of incident reports, timesheets etc are maintained, proactively liaising with Anglicare NT head office finance, human resource and administration staff.
5. Oversee, manage and develop the client booking system seeking quality improvements which provide a timely and efficient system which takes advantage of contemporary communication methods.
6. This role will proactively provide as well as support the administration team to deliver welcoming, timely and effective telephone and face-to-face reception services to clients, visitors, general public, external stakeholders, and employees; maintaining a professional manner at all times.
7. Become highly conversant with the Family Relationship Services Program (FRSP) On Line data collection system and ensure data entry is undertaken in a thorough and timely manner to meet contractual requirements. Develop and manage a data collection system for Victims of Crime Counselling Service, ensuring staff familiarisation and necessary training to effectively capture service delivery information.
8. Manage an effective, accountable, confidential and secure records management system, ensuring client related filing is up to date and in good order, recommending system improvements to enhance the effectiveness of Resolve file management.
9. Case manage mediation files, ensuring files are tracked, maintained in good order, and necessary documentation is executed in a timely manner.
10. Ensure the maintenance of office and program spaces are kept in good order, ensuring necessary preparations are done for training and /or group work sessions (including catering) and that relevant office supplies are kept up to date.
11. Assist Resolve Team Leader with the production and updating of relevant materials such as promotional material, pamphlets, reports, website material, advertising, signage etc.
12. Update Resolve Operations Manual to ensure administrative and practitioner procedures are clearly documented.
13. Plan and manage Team members travel and conference/training arrangements.
14. Participate in Team and organisational communications such as email groups, scheduled staff meetings, planning and review days, and organisational events as required.
15. Work collaboratively with the Team to address any client complaints or service improvement requirements resulting from internal or external evaluation processes.
16. Participate in individual, peer, and/or group supervision and performance appraisal processes as required.
17. Maintain commitment to professional development and up to date training & development plan.
18. Complete timesheets, leave and higher duties requests within the specified time frames and in line with requirements.
19. Acting higher/different lateral duties as required

General

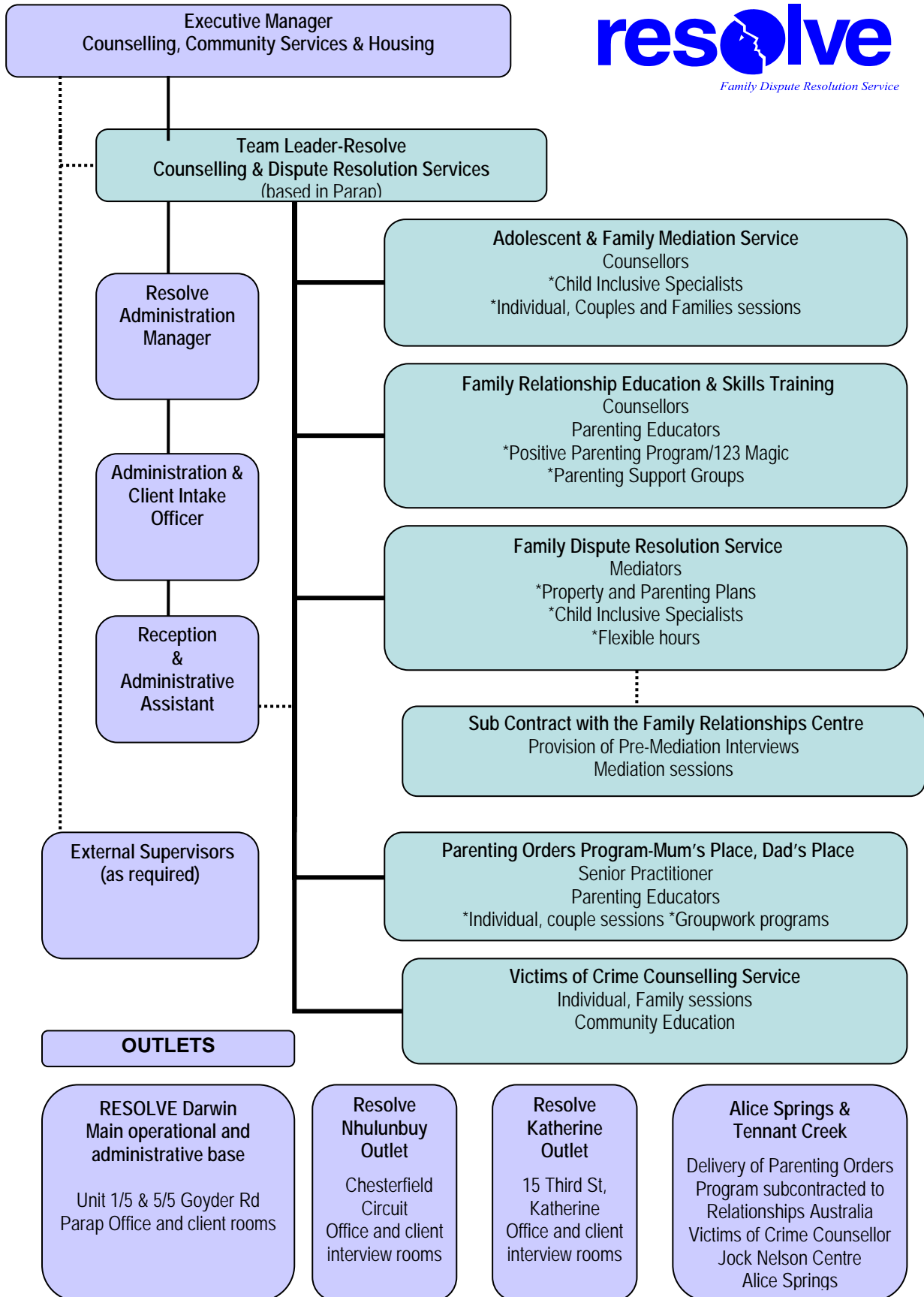
1. Comply with Anglicare NT's relevant OH&S risk assessments and safe work method statements
2. Observe and implement as appropriate all Anglicare NT determinations including Code of Conduct, EEO and OH&S
3. Ensure that all Anglicare NT business is adequately documented in all relevant systems in accordance with appropriate determinations, standards and procedures

4. Ensure that records adequately document business transactions and are made and kept in the Document Management System in compliance with Anglicare NT's standards and procedures for recordkeeping
5. Ensure information, including personal passwords for Anglicare NT's systems, is maintained in a secure manner with any security breaches reported immediately to the Chief Executive Officer
6. Enter and maintain time and attendance, leave and higher duty records in the time and attendance system in accordance with Anglicare NT's procedures and practices, within specified timeframes for each pay period
7. As necessary, enter occurrence reports (for accidents/incidents) and hazard reports into the OHS&W System in a timely manner in accordance with Anglicare NT's procedures and practices
8. Undertake maintenance and management of risk assessments and safe work method statements within the OHS&W System
9. Manage occurrence and hazard reports within the OHS&W system

AUTHORITIES

Expenditure, Operational/Administrative, Personnel, Management and Legal – see Delegation of Authority.

- ▶ No. of persons directly supervised – currently 2.
- ▶ However, please note, periodically practical assistance may be provided to students on field placements and/or new entrant employees as they become familiar with their new working environment.



PERSON SPECIFICATION

The role of Resolve Administration Manager requires a pro-active, effective, and resilient person who has outstanding interpersonal and administrative skills. The ability to perform diverse tasks in a small but busy office environment whilst liaising with clients experiencing personally stressful situations is essential. You will respond effectively to challenges, be solution focused, able to prioritise tasks, be discreet with confidential information, and meet deadlines. Some pre- scheduled variable hours will be required.

The person will work in a business office environment and depending on organisational needs; there may be a requirement to visit other Anglicare NT premises or related business premises in order to conduct their role.

Essential Criteria

Qualifications

- Certificate/Diploma in Administration/Business related area is required.

Experience, Skills and Knowledge

- Five years previous experience in a combination of reception, customer service, and administrative work required.
- Ability to effectively analyse current administrative systems, recommend service improvements and work with the Team to implement and monitor changes.
- Experience supervising small office administration teams.
- Ability to effectively liaise with clients experiencing stressful situations in a sensitive manner.
- High level of discretion and sound judgment with confidential information
- High standard of proficiency in the use of technical and IT related equipment and software packages such as Word, Excel, Access.
- Experience developing and monitoring administrative tasks such as, filing, data collection and basic financial tasks such as petty cash reconciliation etc.
- Ability to draft promotional materials such as pamphlets, information flyers and assist with report production.
- Knowledge of or ability to obtain a working knowledge of relevant legislation such as the Privacy Act, Family Law Act, Child Protection, Domestic/Family Violence related Acts/Bills,
- Good planning, time management and organisational skills
- Cooperative working style and well developed team work skills.
- Demonstrated sound interpersonal skills including strong liaison skills at all levels of an organisation.
- Demonstrated interest in working in a non-commercial community services environment.
- Commitment to OHS&W and sound knowledge of EEO

Licenses or Certificates

- Current Drivers Licence/ First Aid Certificate
- Acceptable outcome of Federal Police Criminal History Name check

DOCUMENT APPROVAL

After discussions with the Executive Manager I agree that this Position Description and Person Specification is an accurate and fair description of my position.

Incumbent signature: _____

Incumbent name: _____ Date: _____