



POSITION DESCRIPTION

Position Title:	Administration Officer
Level :	3.1 (ILC Enterprise Agreement) Salary range from \$51,032 Plus generous salary packaging for NFP's
FTE:	1
Special Allowances	N/A
Business Unit:	Community Allied Health Service
Reports to:	Program Support Officer/Service Coordinator – Community Allied Health Service
Reviewed:	August 2017

Independent Living Centre (ILC) Goals and Vision

Our Vision	A community where all people can participate and are included
Our Mission	To guide people's choices to access assistive technology and services for independence and wellbeing
What We Do	<p>We respect people of all ages and abilities including older people, people with disability, their family, carers, service providers and the community.</p> <p>We support people's independence and wellbeing through information, advice, assessment, referral, funding, hire and respite services.</p> <p>We work with people by listening, guiding and linking them to products and services.</p> <p>We collaborate with organisations to offer the best possible service to our consumers.</p> <p>We strive to continually improve the quality of our services by undertaking research and evaluation.</p> <p>We expand knowledge and skills within the sectors we work by providing specialist training, events and consultancy.</p>

ILC's Overall Objective

The Independent Living Centre WA (ILC) provides information and advice, assessment, training, funding and hire services that enable Western Australians of all ages and abilities to live more independent and fulfilling lives.

Service areas include assistive technology and equipment, home modifications, Noah's Ark WA, occupational therapy driver assessment, carer respite and support, Home and Community Care regional assessment and grants and equipment funding.

Competencies

Customer Service

Provides a comprehensive personalised service to customers including consumers, suppliers, stakeholders, service providers and health professionals.

Resource Management

Understands and makes best use of the available resources including personnel, systems, policies, procedures, assets, equipment and information & communication technology.

Team Contributor

Contributes to the overall performance of the team and organisation through communicating and interacting effectively with others.

Personal Awareness

Is self-aware in terms of strengths and weaknesses; understands how own behaviour and actions impact on others and the business.

Position Overview

This position provides administration support to ILC's Community Allied Health Service. This will include general administration support, data entry and information management, invoicing, customer and stakeholder liaison and support of the sector funding processes and internal funding processes, this ensuring that customers experience a timely and streamlined service from point of referral. A high level customer service skills, advanced working knowledge in the use of Microsoft Office suite, a flexible manner and willingness to learn are essential.

Key Accountabilities/Duties

1. Support the Community Allied Health Service team with general administration support including; minute taking, booking therapy appointments and resources, invoicing and filing.,
2. Communicate with all stakeholders in a courteous and professional manner
3. Liaise with suppliers and process quotes, purchase orders, deliveries and invoicing
4. Data entry, information management, reporting and maintenance of database systems
5. Prepare correspondence e.g. letters, faxes, emails and mail outs by mail merge or individual correspondence
6. Create forms, templates and supporting documentation
7. Assist with purchasing, asset management, equipment and consumable maintenance in liaison with suppliers
8. Promote the philosophy and objectives of the organisation
9. Implement and adhere to all policy and procedural requirements of the organisation
10. Undertake other relevant duties as assigned.

SELECTION CRITERIA: (To be addressed in application)	Essential (E)	Desirable (D)
<u>QUALIFICATIONS</u>		
Relevant post school qualification	E	
<u>KNOWLEDGE, SKILLS AND ABILITIES</u>		
Ability to provide a high standard of assistance and support to an allied health team.	E	
Demonstrated experience and proficiency with ICT, including client data bases, office suite applications and statistical records.	E	
Excellent organisational and time management skills and the ability to deliver on desired outcomes by established deadlines.	E	
Excellent attention to detail	E	
Demonstrated high level of verbal, written and interpersonal communication skills.	E	
Ability to work cohesively and with initiative in a multi-disciplinary team and positively contribute to team spirit and motivation.	E	
Current "C" class driver's license.	E	
Current National Police Check	E	
Knowledge of general legislative requirements (Workplace Health & Safety Act, Privacy Act etc.)		D