



POSITION DESCRIPTION

Position Title:	Administration Officer
Level:	Level 3 (ILC & HSUWA Enterprise Agreement 2016)
FTE:	Full time - 37.5 hours per week
Business Unit:	Community Allied Health Service/Occupational Driver Assessment Service
Reports to:	Senior Administration Officer
Location:	Nedlands/Westminster
Date Reviewed:	February 2018

Independent Living Centre (ILC)

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 advice and assessment, home modifications, occupational therapy driver assessment, carer respite and support, Home and Community Care, regional assessment, and grants and equipment funding.

ILC's Vision

For people to reach their goals to live independent and full lives through easy access to community allied health services, the right assistive technology and home modification solutions.

ILC's Purpose

To support all individuals, including people with a disability, those who are ageing, their families and carers to live full and independent lives. We do this by providing individuals with allied health solutions and the right assistive technology that enables them to live in good health and independently at home and in the community. Our passion and motivation comes from making a real difference to individuals' lives.

ILC's Values

- Integrity:** Working, behaving, speaking and listening with honesty and truthfulness.
- Passion:** Going the extra mile because we believe in what we do.
- Respect:** Valuing people and embracing their individual or unique qualities.
- Collaboration:** Building relationships, sharing knowledge and ideas.
- Innovation:** Seeking creative solutions and opportunities, having confidence to think differently and have a go.
- Responsible:** Being reliable and accountable and doing as we say we will do.

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 and 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 and Occupational Driver Assessment Service and includes 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. Liaise with customers, suppliers, stakeholders in a courteous and professional manner.
2. Follow up with customers, suppliers, stakeholders if required to meet customer needs.
3. Reception duties, including greeting customers, answering and transferring phone calls.
4. Data entry, information management, reporting and maintenance of database systems
5. Prepare correspondence e.g. letters, faxes, emails and mail out by mail merge or individual correspondence.
6. Process purchase orders, invoices and payments into the accounting system.
7. Other general administration support including, filing, mail distribution, photocopying, banking, etc.
8. Administration relief in other departments as required.
9. Promote the philosophy and objectives of the organisation.
10. Implement and adhere to all policy and procedural requirements of the organisation.
11. Undertake other duties as assigned.

WORK RELATED REQUIREMENTS:	Essential (E)	Desirable (D)
<u>QUALIFICATIONS</u>		
1. Relevant work experience and/or qualifications	E	
<u>KNOWLEDGE, SKILLS AND ABILITIES</u>		
1. Ability to provide a high standard of assistance and support to an allied health team.	E	
2. Flexibility and ability to work within a small professional team.	E	
3. Sound working knowledge and proficiency in Microsoft Office applications, customer databases and accounting packages.	E	
4. Good verbal, written and interpersonal communication skills.	E	
5. Sound knowledge of general office procedures.	E	
6. Demonstrated problem solving and organisational skills.	E	
7. Experienced in receptionist/telephonist duties.	E	
8. Current "C" class driver's licence.	E	
9. Current National Police Check.	E	
10. Knowledge of general legislative requirements (e.g. Carer Recognition Act 2010, Workplace Health and Safety Act 2011, Privacy Act 1988, etc.).		D