



POSITION DESCRIPTION

Position Title:	Administration Officer
Level:	Level 3 (ILC WA & 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/Cockburn
Date Reviewed:	17 October 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

The Administration Officer provides administration support to ILC's Community Allied Health Service and Occupational Driver Assessment Service. This 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, and ensuring that customers experience a timely and streamlined service from point of referral.

Key Accountabilities/Duties

1. Liaison with customers, suppliers, stakeholders in a courteous and professional manner.
2. Reception duties, including greeting customers, answering and transferring phone calls.
3. Scheduling of customer appointments.
4. Completion of data entry, information management, reporting and maintenance of database systems.
5. Preparation of correspondence e.g. letters, faxes, emails and mail out by mail merge or individual correspondence.
6. Processing of purchase orders, invoices and payments into the accounting system.
7. Provision of general administration support including, filing, mail distribution, photocopying, banking, etc.
8. Provision of administration relief in other departments as required.
9. Promotion of the philosophy and objectives of the ILC
10. Implementation and adherence to all policy and procedural requirements within the organisation.
11. Completion of other duties as required.

WORK RELATED REQUIREMENTS:	Essential (E)	Desirable (D)
<u>QUALIFICATIONS</u>		
1. Minimum WACE or equivalent or IELTS examination (academic module) with a minimum score of 7 in each of the four components (listening, reading, writing and speaking) or equivalent.	E	
<u>KNOWLEDGE, SKILLS AND ABILITIES</u>		
2. Ability to establish rapport with customer and quickly identify and address their needs.	E	
3. Demonstrated flexibility and ability to cope with frequent changes in priorities and or work tasks.	E	
4. Ability to accurately prepare and structure clear and succinct correspondence (e.g. letters, emails, text).	E	
5. Demonstrated experience in providing various administrative support, e.g. filing, photocopying, scanning, minute taking and other ad hoc tasks.	E	
6. Demonstrated proficiency with Microsoft Office products, i.e. Outlook, Word, Excel.	E	
7. Experience with financial/accounting software, customer database, and SharePoint.		D
8. Knowledge of current government services/gateways to access aged care and disability.		D
9. Current 'C' class driver's license	E	
10. Current National Police Check.	E	