

CatholicCare NT Role Description

Position Title	Regional Administration Officer
Position Number	CC1732
Salary	Base Salary SCHADS Level 3 Plus superannuation guarantee 17.5% leave loading and salary packaging option
EFT	Full time 38 hours per week 8:30am – 5:00pm Monday to Friday
Location	Tennant Creek
Completion	Ongoing (subject to funding)
Last Reviewed	NEW POSITION

1. Program Description

CatholicCare NT is a not-for-profit organisation, providing counselling services and programs to individuals, couples, families, children, groups, schools and agencies across the Northern Territory. Administrative staff working for CatholicCare NT facilitate the supply and management of resources that support CatholicCare NT's programs and initiatives.

2. Purpose of the Position

The Regional Administration Officer is responsible for providing high quality administration services that supports the effective delivery of CatholicCare NT programs in the Tennant Creek region. This position has a particular focus on overseeing the effective administrative functions of the site including supervising reception of clients and visitors, attending to property and equipment, compliance with Work Health and Safety and managing finance, correspondence and communication systems and processes.

3. Organisational Relationships

Works under general supervision and reports to designated supervisor as per the CCNT organisational chart.

May supervise lower classified employees.

4. SCHADS Level 3 Characteristics

- Work under general direction in the application of procedures, methods and guidelines, which are well established.
- Solving problems of limited difficulty using knowledge, judgment and work organisational skills acquired through qualifications and/or previous work experience. Assistance is available from senior employees.
- Employees may receive instruction on the broader aspects of the work. In addition, employees may provide assistance to lower classified employees.
- Scope for exercising initiative in the application of established work procedures and may require the employee to establish goals/objectives and outcomes for their own particular work program or project.
- May be required to supervise lower classified staff or volunteers in their day-to-day work.

- Responsible for managing and planning their own work and that of subordinate staff or volunteers and may be required to deal with formal disciplinary issues within the work area.
- Those with supervisory responsibilities should have a basic knowledge of the principles of human resource management and be able to assist subordinate staff or volunteers with on-the-job training.
- May be required to supervise more than one component of the work program of the organisation.

5. Key Responsibilities and Performance Standards

5.1 Undertake general reception, administration and office procedures by:

- providing administrative support for the Tennant Creek office
- engaging with clients and visitors in a professional, welcoming, and culturally respectful way
- performing site duties including Work Health and Safety requirements
- ensuring facilities, equipment and motor vehicles are kept in good repair and maintained to the level required for WHS compliance
- maintaining required administrative and client related databases and assist with the organisation of events, meetings, and activities
- liaising with the IT Department to ensure IT systems are operating effectively

5.2 Ensure high quality and efficient execution of office and organisational systems in the Tennant Creek office by:

- maintaining all asset management systems and records, including motor vehicles and IT equipment (iPad, Laptops, Audio and Digital Hub Equipment) are in good working order, and ensure sign in/out records are maintained
- maintain the Titan system and management of the fobs for staff
- Assist with key events and functions for the site in terms of planning preparations and implementation. This includes but not limited to the scheduling, preparation and notification of monthly site meetings, including agendas, minutes and set up, events and activities.
- Maintain administrative and financial systems according to CatholicCare NT policies and procedures including car and room bookings, staff movement register, petty cash reconciliation, purchase orders, staff movement registers, equipment maintenance, correspondence, postage and freight.
- Work with the Regional Manager to support delivery of remote services
- at times, will be required for out of hours work to facilitate the completion of regularly schedule maintenance, pest treatments and carpet cleaning that would otherwise impact staff during normal operating hours
- Participate in CCNT quality management processes
- Attend and support organisation of all relevant meetings including staff meetings, site meetings and training
- undertake any other duties as required which are considered relevant to the position and classification level

5.3 Work Health and Safety

- Conduct site orientation for all new staff and visitors and provide regular updates for existing staff in terms of administrative and communications systems, briefing on facilities and equipment usage, emergency procedures and WHS requirements.
- Ensure audits of fire safety systems, electrical equipment (Tag & Testing), site and emergency response procedures are undertaken in line with CatholicCare NT WHS policy and procedures.
- Coordinate timely completion and lodgement of incidents reports, ensuring procedures for reporting, addressing of and WHS risks are adhered too.
- It is a requirement of this position to be an active member of the WHS committee and Emergency Response for the Site.
- Actively participate in supervision, team meetings, performance reviews and program development as required.
- Familiarise yourself with agency information management systems and policies and procedures which will change from time to time.
- To participate in CCNT quality management processes
- Undertake any other duties as required which are considered relevant to the position and classification level.

5.4 Participate in Supervision and Evaluation activities by:

- entering accurate data and case notes in line with program requirements
- providing reports and feedback as requested
- actively participating in evaluation activities
- attending supervision to reflect and review case management practices as per CatholicCare NT policy

6. Safeguarding Children

Our organisation takes child protection seriously, and as an employee/volunteer of CatholicCare NT, you are required to meet the behaviour standards outlined in our Safeguarding Children and Young People Policy (ORG/SP/P030). You will have received a copy of this policy as part of your induction. You can also access a copy of this policy via the Intranet.

All staff are to provide a service in line with our safeguarding children policies and procedures and are required to report any concerns of abuse and neglect toward children and young people to the relevant authorities as per policy and procedure. Any criminal charges or convictions received during the course of employment/ volunteering that may indicate a possible risk to children and young people must be reported to the relevant Line Manager within forty eight (48) hours.

7. Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of the position and must also demonstrate the following personal attributes:

- Compassion, empathy, sense of justice and tolerance
- Demonstrated organisational fit with ability to work within a culture and values framework

- Team player with ability to work with others in a spirit of trust, respect, reflection and accountability
- Adaptable with resilience to work in difficult situations and willingness to work beyond the role description when required
- Ability to represent CCNT in a culturally appropriate and professional manner at all times

8. Work Conditions

In this role, you will regularly work with participants who have experienced, or are currently experiencing, domestic and family violence, child abuse, other forms of violence and threats of harm. The work may involve hearing distressing disclosures, managing safety concerns and working within mandatory reporting and safeguarding frameworks.

The Regional Administration Officer is located in a busy, open area office. This position may require some after-hours work, which will be balanced by equivalent time off through the week, so that the total hours per fortnight does not exceed the contracted hours.

9. Selection Criteria

- 1) Experience with WHS or Certificates in Workplace Health and Safety is desirable
- 2) A minimum 2 years' experience working in a busy reception role providing administrative support for internal and external stakeholders is desirable.
- 3) Experience in managing the maintenance, usage and record keeping associated with equipment, facilities, assets, and vehicles.
- 4) High level of organisational skills, ability to prioritise and manage a range of tasks and capacity to respond effectively and appropriately to conflict whilst working within established policies, procedures, and guidelines.
- 5) Demonstrated ability to use, and mentor others in usage and application of, technology including video conferencing, word documents, emails, and electronic databases.
- 6) Strong interpersonal and communication skills including the ability to communicate across a range of diverse cultural groups, in a respectful manner, both written and oral.
- 7) Demonstrated cultural competency, particularly in working with Indigenous people

10. Special Conditions

- 1) Must be an Australian Citizen or have unlimited work rights within Australia.
- 2) This position is subject to a satisfactory criminal history check that must demonstrate that you have not had inappropriate dealings with children, or been charged or convicted of a domestic violence offence.
- 3) Valid NT Drivers Licence and Ochre Card.
- 4) This position requires you to apply for a Working with Children Clearance/Ochre Card prior to your employment commencement date and send us receipt of payment. This will be at your own cost.
- 5) If you have resided in an overseas country for 12 months or more in the past 10 years, this position requires you to complete an International Criminal History check (ICHC) prior to your employment commencement date. The outcome of the initial screening check must be satisfactory.

- 6) **This position is classified as a essential worker**
- 7) Six month probation period.
- 8) Non-smoking working environment.
- 9) The contact details of at least two referees are required.
- 10) Evidence of qualification attainment will be required.
- 11) Aboriginal people are strongly encouraged to apply.