



## Notifications Officer/Administrative Support

*Let's Go!*

### POSITION DESCRIPTION

**Our Vision** – inclusive communities which respect, value and empower all people with a disability

**Our Purpose** – we help people with a disability live a great life

**Our Values** – Empowerment, Respect, Inclusion, Commitment, Achievement

**Reports to:** General Manager, Rights, Quality & Risk

**Direct Reports:** nil

**Level:** CORP SVC 6 - NDS Capability Framework

**Supports:** HWNS obligations under the Disability Reportable Incidents Scheme and Quality & Practice Management Team

**Date Prepared:** June 2017

#### Context

As one of Australia's leading providers of disability services, House with No Steps (HWNS) is dedicated to protecting and promoting human rights and to ensuring individuals with a disability have greater choice, control, and freedom over their lives. We aim to provide professional services, advice, and support for individuals and their families, that is community-based, dignified, person-centred and reflects the individual needs, preferences and skills of people with disabilities and those who support them. Our goal: to be a trusted partner, helping to create a more independent life for people, now and in the future.

The Disability Reportable Incidents Scheme is a requirement of the Disability Inclusion Act (NSW) 2014. This came into effect on 3 December 2014. From that date organisations delivering accommodation services to people with disabilities have obligations to report to the NSW Ombudsman, serious incidents and allegations involving their customers and staff. There is also an obligation to report how the allegations will be investigated, what the outcome of the investigation is and the actions taken in response.

The work of the Quality & Practice team plays an integral role in HWNS meeting its notification obligations under the Scheme, and in the protection and promotion of Human Rights to enable the achievement of HWNS' vision, mission and organisational objectives. The Team recognises the right of people with disabilities to inclusion, participation and self-determination. Their personal values align with those of HWNS and this is demonstrated in their work on a daily basis.

Key relationships for the Notifications Officer/Administrative Support role include: Internal – General Manager Quality & Practice, HWNS' Managing Director, Quality & Practice Team members; operational managers and teams and, other shared services teams. Externally – NSW Ombudsman Office and other government agencies, people with a disability and their families, guardians and advocates, other service providers – disability & mainstream; auditors, practitioners, community networks.

## **Primary Objectives**

- To support a Human Rights framework and practice environment.
- To administer HWNS' notifications under the Disability Reportable Incidents scheme.
- To enhance HWNS' practice and reputation through analysis of learnings from the notification scheme.
- To contribute to HWNS' customers' achievement of Quality of Life outcomes.
- To remain up to date of and support adherence to legislative and regulatory requirements.
- To provide administrative support to the General Manager and the team.

## **Key Accountabilities**

- To ensure that Managers and staff have the information they need to complete notification forms accurately and within time constraints as well as maintain accurate records of notifications.
- Assist with administrative/financial tasks by providing a wide range of administrative, secretarial and organisational support, whilst maintaining effective office administration and front line representation of HWNS to others.
- Utilising key MS Office applications and HWNS data systems to perform administrative tasks, clerical duties and general office procedures.
- Complete all administrative tasks associated with the position accurately and promptly, in line HWNS' and legislative requirements.

## **Core requirements of the job holder**

- Working knowledge of human rights based approaches and the individual and community context of disability.
- Understanding of the role, vision, mission and values of the organisation and the supports and services offered as well as the strategic direction under which the organisation operates.
- Understands and adheres to privacy and confidentiality requirements.
- Carries out reporting, documentation and administration tasks. Prepares straightforward reports and maintains required documentation.
- Has sufficient knowledge and technical expertise to judge and assess standard situations and recommend appropriate solutions.
- Has a working knowledge of relevant industry and business practice and organisation systems, technology, policies and processes, specific to the relevant area of corporate services and, uses available systems effectively to assemble reports.
- Working knowledge of organisational infrastructure.
- Develops flexible communication techniques that engender positive engaging relationships.
- Approaches own work and problem resolution creatively and flexibly.
- Contributes to health, safety and wellbeing and to an effective workplace.
- Supports innovation and creativity at the individual and team level.
- Understands the need for professional learning of self and others; undertakes regular professional development to build skills to next level.

## **Knowledge, skills, experience and values required**

- Tertiary qualified in relevant field or at least five year's experience in the disability sector with a strong understanding of the issues affecting people with disability, the delivery of high quality disability support services and the disability reportable incidents scheme.

- Understanding of the value of quality, risk and safety management systems to enhance practice and outcomes.
- Highly developed spoken and written communication skills including the capacity to write executive reports, comprehend complex written information, produce verbal and written summaries and develop presentations to executive level.
- Highly developed ability to successfully communicate complex information. This includes successful communication to people with language and literacy levels, which may range from advanced to limited.
- Able to problem solve and overcome obstacles to meeting work objectives.
- Well-developed computer skills – Microsoft Office suite and Sharepoint – and the capacity to learn new systems.
- Strong administrative skills; time management, coordination of tasks, efficient work practices.
- Ability to work autonomously as well as part of a team.
- A demonstrated willingness to develop any required knowledge and skills.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

