

# Position Description

## For Life & Psychology Administrative Officer

<b>Job family</b>	Administrative Support Officer
<b>Workforce capability framework level</b>	CSS L3
<b>Reporting to</b>	Psychology Operations Manager
<b>Directly supervising</b>	None
<b>Date prepared</b>	June 2019

### Position purpose

This position provides high quality administrative service and support to internal customers, departments, programs and projects. A key responsibility of the role will be to support the For Life & Psychology Team in a way that:

- Provides excellent customer service to all stakeholders;
- Builds positive customer relationships through effective ongoing and timely communication;
- Achieves individual and team KPIs to support Learning Links' strategy for growth;
- Maintains accurate and up-to-date program documentation;
- Provides program reports and information on time and as required to internal stakeholders;
- Allocates and ensure minimum client contact hours are met by the provisional psychologist (PP) and case loads are met by registered psychologists;
- Maintains professional development allocation and group supervision calendars for PP;
- Manages Onboarding and Induction administration for PP and registered psychologists.
- Utilises project planning, organisational, and time management skills to deliver on agreed expectations, and prioritise competing priorities.
- Prepares templates, reports, newsletters, presentations, emails, and training documents.
- Ensures effective support for PP programs including referrals, program enrolments and orientations, tours, staff professional development, group supervision calendar and social events.
- Supports the Psychology team to provide excellent customer support. This may include:
  - Using the Customer Data Base (Salesforce), specialist portals and related systems.
  - Entering data, producing reports, and providing management information.
  - Maintaining a safe, secure, clean and tidy site that presents our Learning Links' brand to our customers in best possible way.
- The position follows organisation and team processes and procedures, and suggests and contributes to changes in processes and procedures to improve our ways of working.

Specifically to the For Life Program:-

- organising staff and volunteers to deliver the program
- establishing and maintaining effective networks and relationships with schools, corporate partners, volunteers, and the wider educational and general communities.
- Complete duties as required by Psychology Operations Manager.

Document Control		
Completed by: Michelle Button		Date: 8/6/2019
Reviewed by: Simone Montgomery		Date: 8/6/2019
Employee sign off and acceptance		
I have read, understand, and accept the expectations of the For Life & Psychology Administrative Officer		
Employee:	Signature:	Date:

*The statements within this PD are intended to describe the general nature and level of the work being performed. This is not an exhaustive list of all duties and responsibilities associated with the position. Management reserves the right to amend and change responsibilities to meet business and organisational needs as necessary.*

**Please print this page only, sign your acceptance, and return this page only to Human Resources at Learning Links**

## Strategic core requirements

Key responsibility areas	Capability requirements	Performance measures
<b>Sector and organisation purpose and values</b>	<ul style="list-style-type: none"> <li>Working knowledge of a human rights based approach to supporting a person with a learning difficulty and learning disability and the services provided, the individual and community context, and sector and organisation purpose and values.</li> <li>Applies the approach and values in own work. (L3)</li> </ul>	<ul style="list-style-type: none"> <li>Ensures own behaviour is consistent with Learning Links standards and organisation values.</li> <li>Identifies with Learning Links vision and mission and can see a clear link between their own contribution in supporting teams and individuals to deliver this vision and mission.</li> <li>Respect and care for others is demonstrated in all aspects of your role.</li> </ul>
<b>Leadership and teamwork</b>	<ul style="list-style-type: none"> <li>Works collaboratively with team members.</li> <li>Organises own workload.</li> <li>Checks own work and work of others, providing guidance to less experienced staff.</li> <li>Shares knowledge and information with team members.</li> <li>Able to work with minimal supervision, knowing when to escalate issues. (L3)</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrates strong self-leadership in managing and delivering tasks and projects.</li> <li>Takes initiative to manage issues and demonstrates good judgement about what issues should be escalated.</li> <li>Supports individuals and works collaboratively with teams to deliver key projects.</li> <li>Looks for ways to eliminate waste and implement efficient ways of working and collaborates with others to make workplace improvements.</li> <li>Implements sustainable systems that supports the sharing of knowledge and information and ensures the handover of your role to others as required.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>Deals with non-routine enquiries.</li> <li>Uses effective listening skills and seeks, provides and/or shares information with people appropriately.</li> <li>Can adapt communication style to meet people's needs.</li> <li>Able to resolve conflict with assistance.</li> <li>Has a network of internal and external contacts relevant to the role.</li> <li>Deals with practical issues presenting and enlists a more experienced person as needed. (L3)</li> </ul>	<ul style="list-style-type: none"> <li>Has a thorough knowledge of the systems, processes and procedures of the departments and the organisation generally.</li> <li>Responds and contributes appropriately in team/project meetings.</li> <li>Manages key relationships to communicate competing demands of time and resources.</li> <li>Demonstrates a good knowledge of business communication skills and uses appropriate strategies and techniques.</li> <li>Writes succinctly, creatively, and effectively to deliver key messages and information.</li> </ul>
<b>Customer relationships</b>	<ul style="list-style-type: none"> <li>Assists internal and external customers to address their needs and expectations.</li> <li>Has practical knowledge of supports and services available.</li> <li>Is flexible and suggests alternative service solutions, provides information or makes necessary referrals.</li> <li>Demonstrates confidentiality and awareness of diversity in relating to sensitive issues.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrates a strong commitment to providing excellent customer service to individuals and teams. This includes identifying needs and expectations, sharing skills and knowledge and making a positive contribution, providing feedback on setbacks and responding positively to changing demands and priorities.</li> <li>Is self-aware and reflects on own style and skills and is flexible when working with others with different styles and skills.</li> </ul>

Key responsibility areas	Capability requirements	Performance measures
	<ul style="list-style-type: none"> <li>Assists with building and maintaining positive relationships with stakeholders. (L3)</li> </ul>	<ul style="list-style-type: none"> <li>Seeks feedback on work and ways to improve own performance.</li> <li>Screens call as required and provides advice and information in accordance with role responsibilities.</li> <li>Takes bookings and makes appointments as required.</li> </ul>
Personal accountability	<ul style="list-style-type: none"> <li>Adheres to organisation policies &amp; procedures and all relevant government legislation and relevant standards.</li> <li>Follows detailed and precise work procedures.</li> <li>Evaluates own work to ensure quality and safety standards are met.</li> <li>In own work area makes agreed changes.</li> <li>Adopts a professional approach to own personal accountability.</li> <li>Maintains organisation's image and reputation.</li> </ul>	<ul style="list-style-type: none"> <li>Checks own work to ensure the accuracy of data, information, and correspondence.</li> <li>Demonstrates a thorough knowledge of policies and procedures.</li> <li>Has high attention to detail.</li> <li>Receives positive feedback on your workplace behaviours including your interactions with others, and quality of your work.</li> <li>Follows and is proactive in WHS policy &amp; procedures to maintain a safe work environment.</li> </ul>
Innovation	<ul style="list-style-type: none"> <li>Undertakes tasks using a resourceful and creative approach.</li> <li>Suggests changes to improve quality in own work and makes agreed changes.</li> <li>Able to address and mitigate risk in own work.</li> <li>Assists with review and/or development, implementation and improvement of specific work practices and procedures. (L3)</li> </ul>	<ul style="list-style-type: none"> <li>Participates in and is open to workplace change and improvements.</li> <li>Contributes to identifying the root cause of errors and complaints, in team problem solving, and identifying creative solutions.</li> <li>Minimises waste and errors.</li> <li>Takes initiative to correct simple problems and escalates more complex problems to solve ongoing issues.</li> </ul>
Experience and qualifications	<ul style="list-style-type: none"> <li>Equivalent to VET Certificate III in relevant studies, or equivalent knowledge and experience. (L3)</li> </ul>	<ul style="list-style-type: none"> <li>Has recent experience in a range of computer applications including CRM and/or Finance programs, Advanced Word (mail merge, tables, troubleshooting), PowerPoint (design capability), Outlook (organisation support), Excel (pivot tables) and data base applications (report writing capability), Website (updating and maintenance).</li> <li>Demonstrated capability in managing own development to maintain current skills and knowledge in emerging technologies.</li> <li>Experience in managing effective customer relationships with a diverse range of internal customers within a medium complex organisation.</li> </ul>

### Functional requirements

Key responsibility areas	Capability requirements	Key performance measures
Service delivery	<ul style="list-style-type: none"> <li>Provides service to a range of internal and external customers, demonstrating a service focus in all areas. Is proactive in supplying information about the services and support provided by the work area/organisation.</li> <li>Able to handle sensitive inquiries with tact and discretion.</li> </ul>	<ul style="list-style-type: none"> <li>All administrative work is completed efficiently to a high standard of accuracy and visual attractiveness.</li> <li>Maintains confidentiality and privacy requirements and exercises appropriate discretion at all times.</li> </ul>

Developed using the NDS [workforce capability framework](#) . Funded by the NSW Department of Family and Community Services.

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Key responsibility areas	Capability requirements	Key performance measures
	<ul style="list-style-type: none"> <li>• Able to appropriately assist customers based on an understanding of the work area's priorities, and refer more complex enquiries appropriately.</li> <li>• Assists direct service staff with administrative work. (L3)</li> </ul>	<ul style="list-style-type: none"> <li>• Prepares communications and information that is accurate &amp; timely.</li> <li>• Uses purchasing and customer payment systems as required.</li> <li>• Establishes and maintains systems to manage the maintenance and upkeep of offices and facilities.</li> </ul>
Work area knowledge and application	<ul style="list-style-type: none"> <li>• Undertakes corporate and service support work.</li> <li>• Drafts correspondence for senior staff involving routine and/or non-technical matters.</li> <li>• Prepares or processes work using well defined systems.</li> <li>• May enter and check standard entries and/or calculations and deals with basic errors, queries.</li> <li>• Files and retrieves from existing filing and archive system.</li> <li>• May assist more experienced staff working on corporate and service support events or projects or in monitoring of service contract requirements. (L3)</li> </ul>	<ul style="list-style-type: none"> <li>• Correspondence is well written, factually correct, succinct and effective.</li> <li>• Sets up and follows procedures to complete tasks efficiently.</li> <li>• Checks data with other sources before using to produce work documents.</li> <li>• Collaborates with others to set up systems that ensure knowledge and information sharing across the organisation.</li> <li>• Maintains a handover document to ensure job sharing, and holiday relief as required.</li> </ul>
Information technology and workplace equipment	<ul style="list-style-type: none"> <li>• Uses relevant communications and technology systems.</li> <li>• Prepares complicated reports including technical language and tables.</li> <li>• Undertakes straightforward desk top publishing tasks.</li> <li>• Good working knowledge of the software and internet procedures relevant to the position.</li> <li>• Operates workplace equipment and provides support to other staff, e.g. basic IT support.</li> <li>• May assess problems and faults and take corrective action, including contacting repairers. (L3)</li> </ul>	<ul style="list-style-type: none"> <li>• Uses customer database (Salesforce) and specialist portals efficiently &amp; effectively: <ul style="list-style-type: none"> <li>○ Looks up customer information</li> <li>○ Adds &amp; updates customer information.</li> <li>○ Uploads documents</li> <li>○ Creates merge documents and labels</li> <li>○ Creates simple queries and views</li> <li>○ Generates excel documents from queries</li> <li>○ Runs standard reports as required</li> </ul> </li> <li>• Uses Excel: <ul style="list-style-type: none"> <li>○ Creates spreadsheets from scratch or from downloaded data</li> <li>○ Edits and updates spreadsheets created by database and accounts systems</li> <li>○ Creates well formatted spreadsheets</li> <li>○ Uses Sum and experience in using formulas (Pivot tables)</li> <li>○ Uses multi-level sorts</li> </ul> </li> <li>• Uses Word to produce documents: <ul style="list-style-type: none"> <li>○ Creates and edits well formatted documents</li> <li>○ Creates and edits tables</li> <li>○ Creates and edits headers/footers</li> <li>○ Inserts pictures and other symbols</li> <li>○ Uses Headings correctly and creates Table of Contents</li> <li>○ Uses Mail Merge to create letters, labels, and emails</li> </ul> </li> </ul>

Key responsibility areas	Capability requirements	Key performance measures
		<ul style="list-style-type: none"> <li>• Uses Finance system (FinancialForce) effectively and efficiently:               <ul style="list-style-type: none"> <li>○ Process Invoices</li> <li>○ Enters and applies payments</li> <li>○ Checks customer accounts</li> <li>○ Views and prints receipts, invoices and statements</li> <li>○ Uses filters to improve work practices</li> </ul> </li> <li>• Uses PowerPoint to produce presentations:               <ul style="list-style-type: none"> <li>○ Creates and edits well formatted PowerPoints</li> <li>○ Inserts pictures</li> <li>○ Runs PowerPoints.</li> </ul> </li> <li>• Uses Office 365 to effectively manage workload, including emails and calendars.</li> <li>• Uses Outlook to manage multiple email accounts and support and trains others in its use.</li> <li>• Identifies problems and addresses problems or escalates issues when required.</li> <li>• Uses office equipment effectively, safely and can train others in their use (e.g. photocopiers, binders, printers, etc)</li> </ul>
Reporting, documentation and administration	<ul style="list-style-type: none"> <li>• Uses relevant communications and technology systems.</li> <li>• Prepares complicated reports including technical language and tables.</li> <li>• Undertakes straightforward desk top publishing tasks.</li> <li>• Good working knowledge of the software and internet procedures relevant to the position.</li> <li>• Operates workplace equipment and provides support to other staff, e.g. basic IT support.</li> <li>• May assess problems and faults and take corrective action, including contacting repairers.</li> </ul>	<ul style="list-style-type: none"> <li>• Prepares standard reports and documents.</li> <li>• Maintains document management systems and procedures.</li> <li>• Produces work instructions and procedures for others to follow.</li> <li>• Maintain effective file management systems so others can access files, letters, and forms when and as they are needed.</li> </ul>