

POSITION DESCRIPTION
ADMINISTRATION OFFICER
February 2014

AGENCY:	Independent Living Centre Tas Inc (ILC Tas)
LOCATION:	46 Canning Street, Launceston
POSITION TITLE:	Administration Officer
REPORTS TO:	Executive Officer, ILC Tas
EMPLOYMENT CONDITION:	Health Professionals and Support Services Award and National Employment Standards

Overview:

The Independent Living Centre (ILC Tas) is a non profit organisation that provides information and advice on assistive technology and equipment, building access and design, and community resources to older people, people with disabilities, their families and carers, other service providers and the general community. The service is staffed by a small team of allied health professionals, is impartial, non-commercial and operates statewide.

Position Objectives:

To provide an efficient reception service and high level administration and clerical support to ILC Tas.

Primary Tasks:

1. Provide an efficient personal and telephone reception service including
 - Promotion of good public relations and marketing (value-adding) of services
 - Managing the process for clients accessing ILC Tas services
 - Coordination of appointments, visitors to ILC Tas and room bookings, internally and externally as required, catering
 - Effective communication with clients, carers, service providers and suppliers.
2. Provide clerical and administrative support to ILC Tas operations as directed by the Executive Officer including but not limited to:
 - Mail, filing, photocopying, faxing, correspondence, reports, etc.
 - Recording of statistical client information
 - Processing and maintenance of ILC Tas member applications

- Ensure ILC Tas documentation and files (clients and suppliers) are set up and written in accordance with ILC Tas policies and procedures
- Setup and take-down of rooms for meetings, education and group sessions and client consultations as required
- Take minutes of relevant meetings as required
- Coordination of attendees including welcome and introduction (facilities, exits, etc), and issuing certificates of attendance as required
- Preparation of ILC News, other publications, brochures, annual report etc.
- Update of the second hand equipment register and alterations to the ILC Tas website as required
- Updating ILC Tas website, social media and other relevant communication systems for upcoming events and as required
- Support the coordination of volunteer tasks.

3. Clerical and bookkeeping procedures including:

- Petty cash, receipts, invoices and entering information on to MYOB
- Invoicing of jobs completed
- Follow up outstanding invoices to be collected
- Preparation of electronic payments and cheques for signing
- Maintain Assets Register and others as required
- Regular checking of orders against invoices and follow-up
- Any other tasks as required.

4. Participate in ILC Tas activities including meetings, quality assurance projects etc, including quality audits and updating continuous improvement summary sheets, etc.

5. General housekeeping including:

- Requisition of office and other general supplies
- Building security
- Building presentation
- Notification to management of any issues.

6. Display Management

- Cleaning of display equipment following client trial, MOS events and in-centre education
- Complete monthly battery charging audit and assist with battery charging as required
- Updating the equipment databases information, pricing, pictures and item movement
- Addition of new items to the system
- Assist with presentation of the display, including window displays

- Update database with other information as required by therapists.
- 7. Compliance with ILC Tas policies and procedures, including Occupational Health and Safety, Clients Rights and Responsibilities and Confidentiality.
- 8. Responsibility for one of the following three areas with the related specific tasks, or relief of these tasks as required:
 - **Mobile Outreach Service and Education**
 - Planning, resource allocation and promotion, including development of the annual MOS Operational Plan and allocation of staff within the MOS Operational Plan and/or flagging the need for additional staff
 - Liaison with Senior Occupational Therapist to discuss new MOS requests/issues outside the MOS Operational Plan and staff allocation as required
 - Review and evaluate outcomes of MOS, advise Senior Occupational Therapist of relevant feedback and file reports
 - Develop MOS policies and procedures in consultation with the Senior Occupational Therapist
 - Coordinate room bookings and catering organised, registration and promotion set up and certificates issued for all education sessions
 - **Financial Operations and Reporting**
 - Bank reconciliations
 - Payroll
 - Collection of outstanding debtors
 - Monthly financial reports
 - Compilation of quality data including power usage, fuel, water and other relevant data
 - Ensure relevant quality reports and audits have been completed as required
 - Ensure orders have been correctly received and invoiced and follow-up of outstanding orders has occurred
 - Review and reconcile jobs completed and invoicing
 - Annual review and regular update of Material safety Data Sheets and related registers
 - Coordination of AGM requirements
 - Notification to Executive Officer, or Chair as appropriate, of any anomalies.
 - **Loans (from suppliers and to clients)**
 - Coordinate equipment repairs
 - Generate and manage floor manager report on a monthly basis and as required
 - Coordination of equipment maintenance and repair eg computer maintenance, photocopier, water cooler, display items

- Ensure battery (charging and corrosion) audits are completed as per schedule
 - Regular follow-up of outstanding equipment on short term loan and archiving
 - Coordinate purchase or supply (loan/donation) of new items of equipment
 - Conduct annual audit of supplier files and documentation
 - Ensure new items added correctly and in a timely manner
 - Manage supplier loan agreements
 - Coordination of annual stocktake and follow up
9. General ILC Tas introduction tours, MOS events and in-centre education in accordance with ILC Tas guidelines.
10. Tasks as directed by Executive Officer.

Pre-Employment Conditions

Essential requirements:

Certificate III in Business (or equivalent) or undertaking to acquire this on appointment.

Pre-employment checks:

ILC Tas has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, promotion or transfer.

The following checks are to be conducted:

1. Conviction checks regarding crimes involving children
2. National Police Check
3. Identification check
4. Disciplinary action in previous employment check

Selection Criteria

1. Demonstrated high level skills in office administration.
2. Demonstrated clerical skills in computer use across a range of software programs including financial.
3. Ability to work in a small team environment.
4. Ability to work with initiative and use professional judgement to enhance the delivery of ILC Tas services.
5. Well developed organisational and time management skills.
6. Well developed interpersonal skills and effective communication skills including the ability to tailor to suit individual needs.