

# Form Position Description

ABN 63 954 974 254  
ICN 2256



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<b>JOB TITLE</b>	Community Services Administration Officer
<b>REVIEW DATE</b>	10/08/2017
<b>REPORTS TO</b>	<b>Community Services Manager</b>

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## POSITION DESCRIPTION

**Position purpose** *To provide administrative support to the community services department.*

### Main tasks

Core objectives include:

- Administrative duties – preparation of correspondence and data entry
- Assist Community Services Manager with office duties as requested
- Assist the Community Services Teams in achieving contract KPI's
- Conduct regular communications with other sections in the Corporations, communities, contractors and other service providers and relevant government agencies when required
- Ensure all appropriate documentation are filed in the correct places i.e. hard copy file, PMMRAC and DOH's relevant document management systems
- Ensure documentation and processes are updated from Department of Housing updates
- Follow up on STEP rent processes and audit work following completion by Housing Officers
- In conjunction with Community Services Manager, Housing Officers and STEP Officers assist with data entry into Habitat and IHMS on behalf of the Department of Housing
- Organise travel arrangements for various community visits
- Preparing individual progress reports for reporting to Housing Authority and into STEP IHMS
- When required, assist any member of the Community Services Team on community during levels of staff absenteeism (community travel and overnight stays will be required)
- When required, assist with the co-ordination, advocacy, linkage and facilitated referral to mainstream support services, including financial counselling services, drug and alcohol services, mental health services and family support services

The above list is not exhaustive and the role may change to meet the overall objectives of the company.

### Other Duties

Fulfil other duties as required by management and other department

personnel as requested/required.

## PERSON SPECIFICATION

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|----------------------------------|---|
| <b>Qualifications</b>            | <ul style="list-style-type: none"><li>• Formal qualifications in Business Administration (desirable)</li></ul>  |
| <b>Experience</b>                | <ul style="list-style-type: none"><li>• Minimum 1 year business administration experience</li><li>• Minimum 1 year financial services experience (accounts payable/accounts receivable/asset management)</li><li>• Demonstrated experience with accounting software specifically SAP Business One (desirable)</li><li>• Demonstrated analytical and time management skills</li><li>• Demonstrated computer literacy in Microsoft Office Suite (Word/Excel/Outlook)</li><li>• Demonstrated verbal and written communication skills</li></ul>   |
| <b>Knowledge</b>                 | <ul style="list-style-type: none"><li>• Demonstrated knowledge, understanding of and commitment to the principles of Equal Opportunity and Occupational Health and Safety</li><li>• An understanding and appreciation of the socioeconomic status and traditions of Indigenous Australians and ability to communicate effectively with Aboriginal people</li></ul>  |
| <b>Skills &amp; competencies</b> | <ul style="list-style-type: none"><li>• <b>Customer service focused:</b> committed to providing exceptional customer service across all channels – written, phone and face to face.</li><li>• <b>Communication:</b> the ability to communicate clearly and concisely, varying communication style depending upon the audience.</li><li>• <b>Attention to detail:</b> excellent attention to detail and written skills when communicating with others, both internally and externally.</li><li>• <b>Teamwork:</b> willingness to assist and support others as required and get on with team members.</li><li>• <b>Time management/organisation:</b> accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.</li></ul> |
| <b>Personal attributes</b>       | <ul style="list-style-type: none"><li>• Ability to work under pressure</li><li>• Ability to listen and respond to the needs of others</li><li>• Professional approach (essential)</li><li>• Confident manner (essential)</li><li>• Reliable (essential)</li><li>• Positive approach to change (essential)</li></ul>   |
| <b>Other</b>                     | <ul style="list-style-type: none"><li>• Manual 'C' Class Drivers Licence (essential)</li><li>• Current National Police Clearance (essential)</li><li>• Pre-employment medical (essential)</li><li>• Working with Children Check (essential)</li></ul>   |

**This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.**

**ACKNOWLEDGEMENT**

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I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

**SIGNED BY YOU**

.....  
Employee

.....  
Date

**SIGNED BY MANAGEMENT**

.....  
Manager

.....  
Date