

**SITE ADMINISTRATOR- POSITION PROFILE**

**Position details:**

**Position title:** Site Administrator

**Division:**  Client Services

**Classification:** FS1-FS3

**Care Connect Purpose and Values:**

The Care Connect Group is a leading not for profit organisation that provides advice, guidance and service coordination to aged care, disability, mental health and other consumer groups in New South Wales, Queensland and Victoria.

Care Connect aspires “to be the first choice for people seeking connections to care, support and community.” Our purpose is to enable people to live their life their way. Our core expertise is supporting people to learn, plan and connect with the services and supports they want.

Our values are respect, integrity, excellence, empowerment and diversity. These values are modelled by our staff in their behaviours as demonstrated with internal staff, external stakeholders and the clients with whom we work.

**Organisational relationships:**

**Reports to:** Team Leader

**Supervises:** NIL

**Key internal stakeholders:**

**Key external stakeholders:** Various stakeholders including Local and State Govt Depts, Advocacy groups

**Primary objective of role:**

The core function of the Site Administrator is to oversee and manage administrative requirements as required by the teams and the site. This includes maintaining appropriate levels of office supplies, ensuring the coordination of the maintenance of the site, organising catering and room set up for site meetings as well as coordination of bookings of shared resources.

**Primary accountabilities:**

1. **General administrative support**

* Provide administrative support to Client Service Manager and Team Leader
* Provide back up support to Reception role when required
* Collate meeting agendas and provide minute taking for meetings
* Gather and enter information in relevant spreadsheets and databases and assist in the continuous improvement of administrative systems
* Draft and distribute business and client correspondence as required
* Coordinate the management of documentation including filing, archiving and destruction of confidential documents
* Secure handling of cash including the maintenance of petty cash and processing of client fees
* Provide guidance to staff regarding the correct use of Care Connect administrative forms and procedures

1. **Facilities management**

* Monitor, report and organise any site maintenance requirements
* Coordinate room bookings for meeting requests and prepare rooms for meetings (including video conferencing and laptop set up)
* Create and maintain staff housekeeping rosters
* Maintain attractive and organised office presentation
* Maintenance and record keeping of local assets and coordination of site moves
* Obtain quotations for company purchases or maintenance work and with approval, organise services

1. **Resource management**

* Coordination and maintenance of company laptops
* Coordination of fleet maintenance including car bookings, services, car washes, log books
* Induct temporary staff to company policies and procedures
* Induct new staff in the administration functions of the office
* Follow up with temporary staff’s completion of time sheets
* Monitor and purchase office and stationery supplies
* Monitor and purchase site specific requisites
* Maintaining team calendars (leave, location, birthdays) and coordinate office events
* Provide IT troubleshooting and support and liaise with IT service providers as needed

1. **Quality and compliance**

* Adherence to all relevant legislation, program guidelines and accreditation standards
* Ensure all required data is gathered and stored in relevant databases and files
* Follow Care Connect policies, processes and procedures
* Comply with and strive to continually improve Care Connect’s My Life, My Choice, My Way™ approach to practice
* Attend and participate in Practice Support Meetings, team meetings and site meetings (where held)

1. **Safety**

* Ensure the health and safety of team members with particular emphasis on a mobile workforce requirements

Everyone at Care Connect has a responsibility to ensure that the working environment is one free from hazard or the risk of personal injury to staff, clients, customers or other stakeholders. All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.  All staff have a responsibility to comply with reasonable instructions, policies and procedures developed by Care Connect relating to health and safety at the workplace.

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| **Key Result Areas** | **Key Performance Indicators** | **Measure** |
| 1. **General administrative support** | Provide administrative support to Client Service Manager and Team Leader | Requests met within requested time frames. |
| Gather and enter information in relevant spreadsheets and databases and assist in the continuous improvement of administrative systems | Databases and other systems maintained and current at all times |
| Coordinate the management of documentation including filing, archiving and destruction of confidential documents | Filing up to date – no back log.  No breaches of confidentiality relating to documents.  Security procedures (lock up etc) maintained at all times. |
| 1. **Facility management** | Monitor, report and organise any site maintenance requirements | Service log maintained |
| Maintenance and record keeping of local assets and coordination of site moves | Asset register maintained at all times and supplied to asset team complete as required. |
| 1. **Resource management** | Induct new staff in the administration functions of the office | Successful completion of induction by new staff with relevant documents duly signed off within required time lines. |
| Coordination of fleet maintenance including car bookings, services, car washes, log books | Car maintenance logs maintained with serving in line with manufacturer requirements. |
| 1. **Quality and compliance** | Follow Care Connect policies, processes and procedures | 100% compliance as assessed by feedback, supervision notes or records of incidents |

**Formal decisions:**

Refer to Authorities and Delegations Procedure.

**Competencies required:**

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| --- | --- | --- | --- | --- | --- |
| **Competency** | Some exposure | Under supervision | With little supervision | Fully competent | Expert |
| Planning & Coordinating |  |  |  | **X** |  |
| Organising & Delivery |  |  |  | **X** |  |
| Concern for Quality and Detail |  |  |  | **X** |  |
| Adopting a Solution Focus |  |  | **X** |  |  |
| Initiative |  |  |  | **X** |  |
| Communication |  |  |  | **X** |  |

Some exposure Understands the concepts but has not put these into practice.

Under supervision Can carry this out but needs frequent guidance.

With little supervision Can carry out with some requirement for review with manager.

Fully competent Needs no supervision. Benefits from advice or option review only.

Expert Is an acknowledged specialist in and does not require advice other than Care Connect policy. Mentors and trains others and is the person people go to for assistance with issues.

**Key selection criteria:**

**Qualifications**

1. Relevant tertiary qualifications in customer service and/or administration

**Personal Attributes**

1. Excellent attention to detail, follow up and organisational capacity
2. Accepts responsibility, anticipates needs and requirements and initiates improvements
3. Capacity to effectively communicate to get results
4. Good interpersonal, communication (listening, written and verbal), and liaison skills

**Knowledge**

1. Knowledge and understanding of delivering customer service in the community sector and the types of issues which can impact on this work
2. Knowledge and experience in the Microsoft Office suite and exposure and/or ability to acquire skills in a client database

**Competencies**

As set out in the table above.

Please review Appendix 1 - Classification Descriptors within our EBA 2013

**Special employment conditions:**

* It is a condition of employment with Care Connect that all new staff are required to give written consent to a National Police Records Check. All offers of employment are provisional pending the outcome of this Check. If the National Police Records Check is not to the satisfaction of Care Connect in its absolute discretion, the employment may be terminated.
* All employees are required to provide a current employee working with children check.
* Current Drivers License: The successful candidate maybe required to obtain a drivers history report from the relevant authority.
* Qualifying Period: If appointed from outside the organisation, the candidate will be subject to a six month qualifying period

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