



POSITION DESCRIPTION

Position Title	Administrative Assistant - PSP
Reporting To	Team Leader Intake and Compliance PSP

PURPOSE OF THE POSITION

The Administrative Assistant – PSP is responsible for providing support to the Executive Officer – Permanency Support Program (PSP), Managers and Intake & Compliance Team. The Administrative Assistant performs a full range of administrative and operational support functions with a strong emphasis on effective communication with internal and external stakeholders.

KEY RESPONSIBILITIES & DUTIES

- Provide high level administrative support to the Executive Officer, including but not limited to, diary management, travel arrangements, assessment of urgent requests, secretarial support for program meetings, and maintaining timely and effective internal and external communication via email management
- Provide a professional first point of contact for all enquires, coordination of requests for internal and external stakeholders and manage access to the Executive Officer including screening visitors, staff and telephone calls
- Prepare reports and documentation for the Executive Officer and Managers through research and analytical skills
- Coordinate meetings through the preparation of meeting agendas, confidential minute taking, distribution of such documentation and coordination of follow up action
- Maintain systems for recording and storing data including creation, filing, archiving, and maintain file naming conventions for both electronic and hard copy files
- Maintain registers and oversee related procedures
- Coordinate project based work where required
- In accordance with Continuous Quality Improvement (CQI) principals and legislative requirements, assist and support the development, implementation, review and improvement of organisational policies, procedures, practices and regulatory compliance
- Participate in team, section and all staff meetings and provide reports where required
- Undertake relevant training as required
- Understanding of and capacity to implement EEO, WH&S, ethical practice and principles of a culturally diverse society
- Comply with all SCMSAC Policies and Procedures
- Other duties as reasonably directed by the CEO, Executive Officer or delegate

KEY PERFORMANCE AREAS

- Administrative support is provided in a timely proactive, accurate manner and treated with confidentiality
- Meet program deadlines as established by the PSP management team
- High quality standard of documentation
- Accurate and timely responses to internal and external enquiries
- Timely reporting of incidents at all times
- Provide PSP programs accreditation / compliance support
- Compliance, observance and adherence to Organisational Values at all times

KEY COMPETENCIES

Qualifications, Knowledge and Experience

Essential

- Excellent interpersonal, written and oral communication with the ability to communicate and liaise effectively at all levels
- Effective time management skills and ability to work to strict deadlines
- Highly developed organisational skills and capacity to prioritise competing demands
- Computer proficiency and the ability to use basic computer programs and client information and data management systems, including the capacity to write reports, collect statistics and data, and develop presentations and promotional materials
- Ability to maintain filing systems and processes
- Clear National Police History Check and Working with Children Check
- Current Drivers Licence

Desirable

- Aboriginality*
- Experience in an administrative support role

PERSONAL QUALITIES AND ATTRIBUTES

- Demonstrates initiative and an ability to problem solve
- Demonstrates flexibility and initiative in the workplace
- Courteous, with high level of professionalism, confidentiality and discretion

RELATIONSHIPS

With	Purpose
SCMSAC CEO	The CEO can make day-to-day requests for support and information from the Administrative Assistant.
SCMSAC Executive Officer	The Executive Officer is the primary point of contact for the overall direction of work. They will provide support and supervision to the Administrative Assistant. The Administrative Assistant will provide assistance and administrative support to the Executive Officer as well as inform, advise and escalate emerging sensitive issues.
SCMSAC Executive Officers, Team Leaders and Employees	The Administrative Assistant will interact closely with and will provide administrative support to Executive Officers, Managers, Team Leaders and Employees to develop and maintain effective working relationships, collaborate on matters, exchange information and provide advice and feedback.
External Stakeholders	Maintain effective relationships with key contacts to facilitate high quality advice and service. The Administrative Assistant will respond to queries or redirect to the relevant party for review and resolution.

FINANCIAL DELEGATION

This role may encompass a Financial Delegation, being the authority to approve expenditures or enter into financial commitments on behalf of SCMSAC. It is a responsibility of this role to operate within SCMSAC policy, delegations and guidelines when approving expenditures and entering into financial commitments. For more information see GUI-GOV-00-Delegation of Authority which can be found on SharePoint.

EMPLOYEE'S ACKNOWLEDGEMENT AND ACCEPTANCE OF POSITION DESCRIPTION

I have read and confirm my understanding of the above position description that will apply to my employment with South Coast Medical Service Aboriginal Corporation.

Employee signature

Date

Signed and approved on behalf of SCMSAC

Date

**Aboriginality - Aboriginality is a genuine occupational requirement and racial discrimination is a prohibition as outlined under Section 8(1) of the Racial Discrimination Act 1975.*