



CAAPS Aboriginal Corporation

Position Description

Position Title	Administration Officer
Area	All CAAPS programs
Reports To	Coordinator - Human Resources, Darrandirra CFC, Strong Steps, AOD or Youth Services (dependent on work location)
Direct Reports	NIL

Position Purpose

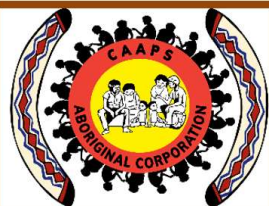
Offer administrative assistance for CAAPS programs. Serve as the initial point of contact and provide administrative support to stakeholders inquiring about or accessing CAAPS services and programs. Demonstrate outstanding customer service in all interactions with clients and stakeholders. Support CAAPS' operations by integrating the Culture, Vision, Values, and Mission into your work. Assist the business by participating in processes related to new, existing, and departing clients.

Responsibilities

- Provide general administrative support to ensure efficient operation of all CAAPS programs.
- Welcome and assist visitors, respond to emails, and handle phone calls.
- Maintain and organise CAAPS filing systems according to procedures and administrative standards.
- Contribute to a safe working environment by identifying, reporting, and addressing potential hazards, incidents, and accidents in line with CAAPS Policies, Procedures, and WHS legislation.
- Uphold high hygiene standards in offices and program facilities. Ensure offices and common areas are tidy and well-presented.
- Attend and actively participate in meetings as necessary. Keep meeting minutes up-to-date and accurately recorded.
- Work collaboratively as a positive member of a multidisciplinary team.
- Engage in quality assurance processes, focusing on continuous improvement.
- Conduct routine audits of online filing systems in coordination with program Coordinators.
- Participate in relevant training programs to enhance skills and knowledge.
- Ensure timely responses to client requests for support needs.
- Demonstrate a commitment to a drug-free lifestyle; undergo a drug test upon employment and as requested by Management.
- Fulfill other duties as required within the scope of this position.

Key Performance Indicators

- Support the day-to-day functioning of CAAPS programs and services.
- Offer prompt administrative assistance to CAAPS programs and services, involving tasks like creating newsletters, promotional materials, and organizing bookings and events.
- Help manage client records and oversee processes related to referrals, intake, and access to CAAPS programs and services. Maintain data recording and information management systems.
- Coordinate quality management efforts, ensuring client file systems comply with record-keeping standards.



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- Provide top-notch customer service to clients and stakeholders.
- Ensure all activities align with organizational policies and procedures.

Collaboration and Communication

As a valued member of the Administration team, you are expected to collaborate closely with:

Internal:

- All Treatment/Programs team staff to achieve positive outcomes for clients and families.
- CAAPS administration team, including supporting service staff.
- The Intake Coordinator and Case workers, offering adequate administrative support as needed.
- The Senior Management Team in preparing for meetings, training, travel, and catering, as required.

External:

- Referring agencies and other stakeholders.
- Prospective, current, and former clients.
- IT providers, suppliers, and contractors.

Records Management Responsibilities

- Record and follow up on tasks and reports using Logiqc and MIMASO.
- Process purchase orders in accordance with finance procedures.
- Offer administrative support for meetings and accurately record minutes.
- Assist in conducting criminal history background checks for all potential clients.
- Ensure prompt attention to referrals, directing them to the appropriate programs without delay.
- Verify that all pertinent client documentation is correctly uploaded onto MIMASO.
- Organise and store client exit questionnaire responses accurately within clients' MIMASO profiles.

Key Selection Criteria

- Effective verbal and written communication skills. Ability to adapt communication style to meet the diverse needs of others.
- Demonstrated capacity to work independently and collaboratively within a cross-cultural environment.
- Ability to present a friendly, helpful, and positive image of CAAPS, with excellent telephone etiquette in line with CAAPS Customer Service Standards.
- Proficiency in using Windows software on personal computers, with practical word processing abilities and strong keyboard skills.
- Understanding of and commitment to maintaining strict confidentiality in the role.
- Willingness to maintain a drug-free lifestyle personally and a readiness to participate in random screenings as per CAAPS Policy.
- Experience in records management and data entry.
- Openness to undertake additional training as required.
- Willingness to undergo a Police Criminal History check.
- Awareness of and adherence to legislative requirements for the role, with a conscious and respectful handling of personal and confidential information.
- Dedication to meticulous attention to detail.



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Qualifications

- Certificate in Administration or related field.
- Current NT Driver's License (minimum C Class).
- Current First Aid Certificate.
- Current Criminal History Check.
- Current Ochre Card (Category E), or evidence of application.

Experience in the following area is highly regarded

- Demonstrated experience in Administration or related field.
- Multilingual ability an advantage

I hereby acknowledge that I have read and understood my responsibilities, as outlined in this position description.

Employee Name: _____

Employee Signature: _____ Date: _____

Version : 2
Date created : September 2021
Last reviewed : December 2023
Approved by : Chris Hammond, CEO