



Sexual
Assault
Support
Service®

Position Description

Job Description:	Administration Officer
Position reports to:	Manager - Administration
Hours per fortnight:	38
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Salary:	Level 3
Location:	31 – 33 Tower Road New Town 7008

The Organisation and Organisational Responsibilities

The Sexual Assault Support Service (SASS) is a community-based support and counselling service for those who have been affected by sexual abuse.

SASS is funded by the Tasmanian Department of Communities (DoC) and by the Australian Department of Social Services (DSS).

There are four areas of operations: client services (counselling), training, administration and finance.

The following values underpin the way we work: client-focus, sincerity, collaboration, professionalism.

Our organisation is committed to:

- Safeguarding children and young people. As an employee of SASS you are required to adhere to the standards set out in our Safeguarding Children and Young People Policy with respect to keeping children and young people safe from any form of abuse.
- Maintaining a safe and healthy work environment by working safely and adhering to all policies and procedures.
- Actively participating in or providing opportunity for regular internal and/or external supervision.

- Demonstrate professional workplace behaviours at all times in accordance with SASS's Code of Conduct and adhere to organisational policies, procedures, standards and practices.

SASS delivers 24/7 services including over weekends and public holidays. Staff may be required, from time-to-time, to be accessible by phone outside normal business hours as a part of ensuring sustainable 24/7 service coverage.

PRIMARY FUNCTIONS:

The Administration Officer is responsible for:

- Providing front-desk reception services for clients, members of the public and other professionals accessing SASS, including answering phone calls, welcoming clients, provision of general information, confirmation of appointments, and maintaining electronic appointment diaries.
- Booking and confirming of client appointments through the Penelope Data Base system and online messaging program.
- Providing administrative and clerical support to management and client services staff as required, including filing and records management; mail processing; maintenance of registers; data entry and reporting; photocopying; compilation of manuals and reports; and other tasks as required.
- Provide basic finance support which includes data entry, raising quotes, invoices and purchase orders as required.
- Maintaining a tidy, welcoming and safe environment including maintaining public areas of the building, client waiting room and library.
- Performing a range of other appropriate tasks as directed by the Manager – Administration.
- Participating with other SASS workers in providing a professional, flexible and responsive team environment.
- Adhering to SASS Policies and Procedures, and the SASS Code of Conduct, at all times.
- Contributing to the ongoing development and review of SASS policies and procedures.
- Taking all possible steps to ensure a safe and healthy workplace for self and colleagues at all times.

LEVEL OF RESPONSIBILITY

The Administration Officer will:

- Work under the direction of the Manager – Administration.
- Work as a collaborative member of the SASS Team.
- Exercise initiative and sound judgement in setting priorities, planning and managing their workload.
- Exercise initiative and sound judgement where procedures are not clearly defined.
- Raise issues or concerns with the Manager - Administration as soon as practicable.

QUALIFICATIONS, TRAINING AND EXPERIENCE

Essential

- Qualifications, training and/or equivalent experience in office management and administrative procedures.
- A current Working with Vulnerable People card is a requirement of this position.
- A National Police Check is a requirement of this position.
- Computer literacy.

Desirable

- Current driver's licence.
- Experience in utilising a client data management system.
- Experience in basic finance processes.
- Understanding of issues associated with sexual assault.
- Experience in a not-for-profit community-based organisation.

SELECTION CRITERIA

The following knowledge, skills, and experience are required for the position of Administration Officer:

1. Demonstrated knowledge of and experience in administrative procedures and operations in the workplace including a willingness and ability to assess or modify work practices and procedures under the guidance of the Manager - Administration.
2. Well-developed written and verbal communication skills including an effective phone manner, the ability to deal sensitively and appropriately with clients who have suffered sexual assault, and document formatting and production skills.
3. Demonstrated ability to apply computing concepts in programs including Microsoft Office, incorporating Word, Excel, Access, and Outlook (for use of electronic calendars and email), Microsoft Teams, Xero and other computer software.
4. Demonstrated time management and priority setting skills along with the capacity to achieve outcomes in an environment where there are multiple demands and complex tasks and to participate collaboratively in planning and coordinating activities across the workplace.
5. Capacity and willingness to work effectively within a multi-disciplinary team environment and to be flexible and adaptable in order to meet the organisation's needs.
6. Working knowledge of statutory workplace requirements, including Workplace Health and Safety legislation and a demonstrated understanding of confidentiality.