

Position Description



Office Co-Ordinator

Program	Corporate Services
Location	Albury
Employment Type	Full Time (38h per week)-will consider job share
Travel Required	Minimal

About Centacare South West NSW

We are a Catholic Social Service agency of the Diocese of Wagga Wagga and we exist to make a positive difference in people's lives. Our Vision is to empower communities, children, individuals, and families to create change for the better. We do this by creating thriving, resilient and connected communities.

Our Objectives:

- Community needs are at the heart of everything we do.
- We are a recognised and trusted brand, and a provider of choice for our communities.
- We demonstrate organisational sustainability.
- We foster our Catholic Identity.

Organisational Context

We are a not for profit, non- government organisation that has been providing professional services to individuals, children, health care professionals, businesses, and families since 1991. We are a member of Catholic Social Services Australia.

We act on behalf of the Diocese of Wagga Wagga to alleviate disadvantages through the provision of services to children, young people, individuals, families, and the broader communities within South West NSW.

Position Purpose

This position is responsible for being the first contact point for participants and visitors in person and over the phone. It will attend to enquiries and referrals and fulfil administrative tasks vital to the efficient running of the office. The position will maintain effective positive communication between staff members and participants and be always professional and confidential. Data entry will be a key component with 100% accuracy required. This position will be responsible for the overall running of the office requirements and will be providing administrative support for staff as required.

Position Details

Reports to	Regional Manager
Direct Reports	None
Division	Regional Services and Performance
Requirements	<ul style="list-style-type: none">• NDIS Worker Screening Check• Working with Children Check• Possess an unencumbered driver's license

Relationships

External	<ul style="list-style-type: none"> • Various business's • Clients • Participants • General public
Works Closelywith	<ul style="list-style-type: none"> • Regional Manager • Centacare Practitioners/Psychologists. • Office Coordinators. • Other Centacare Staff.

Skills & Responsibilities

These Key Accountabilities align with Centacare SW NSW's strategic and operational goals.

Skills & Responsibilities	Key Performance Indicators
Service Quality	
<ul style="list-style-type: none"> • Develop and strengthen Centacare's model of support for people by liaising with relevant key stakeholders. • Engage in professional and service development activities. • To Participate in monthly KPI Meetings with Manager. • Have a commitment to self-care and professional development. • Always maintain professionalism and confidentiality in line with Centacare standards of practice. • Monitor, review and evaluate processes to ensure best practice outcomes. • Monitor, review and manage client waiting lists. • Ensure clients and their experience whilst at Centacare is a positive experience. 	
Reception and Administration	
<ul style="list-style-type: none"> • Excellent communication skills verbal and written, highly organised with attention to detail. • Works well in a team environment • Intermediate Microsoft office skills • Computer operations including word processing and spreadsheets. • Client information systems entry, desktop publishing, outlook and data entry. • Ensure a high level of service in administration support. • Maintain and improve administrative systems such as record management/archiving/key register. • Oversee Work Health & Safety. • Usage of electronic systems for banking/fee collection. • Maintain the office environment including replenishing office supplies and amenities, ordering and managing stock and office equipment. • Oversee local motor vehicle fleet – services, maintenance, collecting log sheets. • Oversee office assets, e.g. computers and mobiles. • Complete induction of new staff – administration and WHS. • Provide high-level administrative support to Executive Management inclusive of managing complex and changing diaries, scheduling, and negotiating appointments, meetings and organising associated supporting documentation. 	

Accounts/Financial Support
<ul style="list-style-type: none"> • Support the end-to-end NDIS administration process, ensuring accurate and timely processing of claims and invoices. • Support the administration process for all fee for service bookings, including the Employee Assistance Program, ensuring accurate and timely processing of claims and invoices.
Health & Safety
<ul style="list-style-type: none"> • Adhere and contribute to Work Health and Safety (WHS) by complying with the Work Health Safety Act 2011, and the organisations WHS management system. • Contribute to and ensure a positive and collaborative culture is instilled within the organisation. • Report all cases of suspected risk of harm to children and/or young people as per the Policies and Procedures.
Quality Assurance
<ul style="list-style-type: none"> • Contribute to continuous improvement processes and adhere to Quality Assurance policies. • Be familiar with the use of procedures and their relation to Centacare policies. • Adhere and contribute to Agency policy and procedures. Work to be consistent with the ethos and ethical standards. • Complete all mandatory learning according to Centacare requirements and induction.
Human Resources
<ul style="list-style-type: none"> • Participate in Centacare's Professional Review and Planning process including reviewing process to better the outcome of young people, individuals, and families. • Undertake any other duties as requested by your manager or Executive.

Selection Criteria





Administration Duties:

- Act as the primary point of contact for clients, suppliers, employees, and visitors, maintaining high-quality customer service.
- Manage training records expiries such as APHRA, Licences, WWCC, CHC, NDIS screening checks of all staff.
- Update and monitor all weekly and monthly checks.
- Provide administration assistance where required and ensure tasks are completed accurately and promptly.
- Manage and update asset register as required.
- Contributing to weekly, monthly & quarterly meetings assisting team to update systems and processes if required.
- Filing and record management including data entry.
- Phone and email correspondence, managing client appointments and managing waiting lists.
- Assist management in organising company events or booking relevant accommodation/venues.
- Coordinate fleet management and care including all safety checks.
- Maintain accurate records of clients' information in relevant systems.
- Provide management with assistance with company inductions as required.
- Excellent interpersonal and communication skills to engage with stakeholders at all levels.
- High attention to detail, multitasking ability, and meeting deadlines.
- Positive and collaborative team player.
- General office administration and assistance with other varied tasks as required.

Essential Skills & Attributes:

- Minimum of 5 years' experience in administration.
- High attention to detail, multitasking ability, and meeting deadlines.
- Intermediate Microsoft Suite skills.
- Current Driver's License, WWCC, NDIS Worker Screening check.
- Demonstrated ability to balance conflicting priorities and meet deadlines with excellent organisational and time management skills.
- Demonstrated empathy and understanding of a range of issues facing vulnerable families, youth, and individuals.
- Excellent interpersonal, verbal, and written communication skills with the ability to exercise sensitivity, discretion, and confidentiality.
- Highly developed relationship building and demonstrated ability to work collaboratively with internal and external stakeholders.
- A sound understanding and commitment to the philosophy of Centacare and a willingness to work according to the Mission, Vision, and Values of Centacare South West NSW.

Centacare South West NSW Values

 <p>Courage</p>	<p>We are a strong and sustainable service, with good operational performance to ensure we can meet community needs now and into the future. By maintaining governance and performance frameworks that promote quality services and a professional and skilled workforce.</p>
 <p>Respect</p>	<p>Along with our engaged staff who are leading brand ambassadors for Centacare we will strengthen our community insight through consumer and carer consultation.</p>
 <p>Compassion</p>	<p>Community needs are at the heart of everything we do. We are a leading social service agency providing quality services to the vulnerable, continually increasing services to meet the growing needs of our communities.</p>
 <p>Excellence</p>	<p>We are a centre of excellence. We are innovative and adaptable. We have high standards and ensure best practice approach to our service.</p>



Team

We are a team. We build a positive team spirit. We watch out for each other. We support each other and we celebrate success. As a team, we make a difference.



Faith

As a Catholic Social Service Agency, we are proud of our heritage, spirituality, vocation, and whole-person care. We embed Catholic Social Teaching and social justice which guides our work and provides the foundation for our values. By working with the whole person, as an individual, as a family, as a community and as a unique spiritual being.

Centacare South West NSW is committed to ensure our organisation upholds the Safety of all children and young people and their right to be safe. We are compliant with the recommendations of the Office of Children’s Guardian.

Reviewer

COO

Version:

January 2024