

| | |
|----------------------|--|
| Position: | Auxiliary Administration Assistant |
| Remuneration: | SCHADS Level 2 or 3 commensurate with experience |
| Term: | Casual |

STTARS (The Survivors of Torture and Trauma Assistance and Rehabilitation Service) is a community based non-government, not for profit organisation with no political or religious affiliations. It was established in 1991 to provide specialist counselling and related support services to refugees and asylum seekers who have experienced torture and other trauma arising from the refugee experience. STTARS is a member of the Forum of Australian Services for Survivors of Torture and Trauma.

ROLE PURPOSE

Administration Assistants provide valuable assistance across all teams to ensure that STTARS operates effectively and efficiently. Administrative and practical support will include tasks such as providing reception duties, meeting and greeting visitors ensuring that everyone feels welcome at STTARS, answering phones, managing calendars, managing interpreter bookings, program data entry, distributing mail, maintaining facilities, and being the first port of call for any public enquiries for information.

The Auxiliary Administration Assistant has an important role in assisting STTARS to continue to provide a high-quality service when one of the regular Administration Assistants is absent due to planned annual leave or short notice unplanned absences due to illness.

KEY RESPONSIBILITIES

General administration Support

Reception:

- Provide a warm welcome for all clients and visitors entering STTARS and provide exceptional customer service.
- Reception duties including answering phones, booking and confirming appointments.
- Ensure all incoming phone calls are attended to in a prompt and courteous manner.
- Ensure that all enquiries are dealt with in a confidential and sensitive manner.
- Work with other Administration Assistants to ensure Reception is covered at all times, as and when required.
- Ensure reception has up to date and all required information for processing client appointments and interpreter arrivals.
- Maintain the waiting room in a clean and tidy state.
- Manage incoming and outgoing postal mail.

Administration and Data Entry:

- Provide administrative and clinical support services requiring a high degree of confidentiality and sensitivity.
- Follow established administrative processes to support the functioning of the service.
- Assist in administrative functions for meetings and events, including room bookings, as required.
- Under supervision, provide timely and accurate data entry.

Teamwork:

- Develop and maintain positive and effective working relationships presenting as pleasant, courteous, highly professional and able to interact with a diverse client group.
- Work proficiently in a fast-paced environment, and collaboratively with all STTARS staff, visiting clinicians, interpreters, contractors and co-located staff.
- Work effectively and cooperatively as a member of the team, in accordance with the values of STTARS.

Work Health & Safety:

- Adhere to STTARS Work Health and Safety policies and procedures at all times.
- Take reasonable care for your own health and safety and ensure that others are not placed at risk through your actions or omissions.
- Report all Work Health and Safety risks in a timely manner.

SELECTION CRITERIA

Essential:

- Experience in administration with expertise and competence sufficient to perform the role at this level.
- Availability and flexibility.
- Can do attitude, friendly and professional.
- High standards of customer service.
- Strong work ethic, taking pride in supporting busy people or teams.
- A great telephone manner with the ability to communicate with people from different cultures.
- Problem solving skills with an ability to multi task.
- Computer literacy skills including using Microsoft suite.
- High attention to detail.
- Capacity to work independently with minimal direction and collaboratively in a team environment.

Desirable:

- Experience working with multicultural, migrant and refugee communities.
- We warmly welcome applicants with lived experience and/or from a refugee background.

Special Conditions:

- Right to work in Australia.
- Working with Children Check or equivalent.
- Able to obtain and provide evidence of vaccinations against COVID-19.

PROFESSIONAL CONDUCT

This position is responsible for working at, and maintaining, a high standard of professional and ethical practice.


Maintain client confidentiality at all times in line with STTARS policies and procedures.

STTARS staff are required to stay up to date with and work in accordance with STTARS policies, procedures and code of conduct and legislative requirements including but not limited to:

- Work Health and Safety
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation)
- Keeping Them Safe Legislation (inclusive of Mandatory Notifier)
- Disability Discrimination
- Relevant Awards
- Relevant Australian Standards
- Privacy Principles and legislation including maintaining confidentiality regarding any information regarding client/patient, personal staff information, human resource and financial information and information of strategic importance to STTARS.
- Smoke Free Workplace

This position description provides a general guide as to the major accountabilities of this role.

It should not be taken as a definitive list of duties that may be reasonably expected of the incumbent and may vary from time to time.

| | |
|--|---|
| Position Description Approved by: |  |
| Date approved: | 5/5/22 |