

<b>Position:</b>	<b>Administration Assistant</b>
<b>Remuneration:</b>	SCHADS Level 3
<b>Term:</b>	Full time, ongoing

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 counselling and other 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.

### **KEY RESPONSIBILITIES**

#### **General administration support**

##### **Reception (when rostered):**

- 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 judgement, initiative, confidentiality and sensitivity.
- Assist the Executive Support and Administration Lead to identify, establish, improve and maintain administrative processes.
- Process Medicare billing and electronic claims, and ensure compliance with Medicare and other statutory requirements as required.
- Ensure all correspondence is timely, of a high quality and meets the needs of referring organisations, healthcare providers and staff.
- Assist in administrative functions for meetings and events, including room bookings, as required.
- Provide assistance in booking calendar appointments.
- Provide timely and accurate data entry.
- Retrieve data in a timely manner upon request.
- Demonstrate ability to work to tight deadlines and prioritise tasks.
- Assist with communications and membership related tasks, including coordination of annual membership renewals.
- Assist to maintain stationery stocks and consumables.

### **Facilities Management (when rostered)**

Provide facilities management support including:

- Maintain, Office, kitchen and bathroom amenities.
- Coordination of the ordering of office equipment and supplies as appropriate.
- Coordination of Landlord facility inspections.
- Monitoring and coordination of regular cleaning services.
- Coordinate building and property repairs and maintenance requirements
- Ensure scheduled inspections are completed
  - WHS Worksite
  - Fire and safety
  - Smoke detectors
  - Pest control
  - Electrical testing & Tagging

### **Interpreter Bookings (when rostered)**

- Coordination of the booking of client appointments and interpreter bookings as appropriate.
- Maintain the STTARS pool of Interpreters records.
- Maintain accurate interpreter invoicing records.
- Importation of approved STTARS Pool bookings data into MYOB 2 times per month.
- Review and approval of interpreter invoices for payment.
- Plan and attend Interpreter Evenings

### **Teamwork:**

- Develop and maintain positive and effective working relationships with a broad range of people and organisations. They need to be pleasant, courteous, highly professional and able to interact with a wide and diverse consumer group.
- Work proficiently in a fast-paced environment, and collaboratively with all STTARS staff, private practitioners, and co-located staff.
- Work effectively and cooperatively as a member of the team, in accordance with the values of STTARS.

### **Other Duties:**

- Actively participate, contributing to your team and wider organisational initiatives.
- Undertake relevant training and professional development, including regular supervision.
- Contribute to service delivery improvement.
- Other duties as delegated.
- Conduct yourself in accordance with the STTARS Code of Conduct and policies and procedures which may change from time to time.

### **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:

- Certificate level qualifications in Administration or related and/or equivalent experience, expertise and competence sufficient to perform the role at this level.
- Demonstrated experience delivering administration services within a small to medium organisation in a multi-functional role.
- Experience in environments and/or activities that require an understanding of cultural sensitivities.
- Experience in working within a multi-function administration environment.
- Availability and flexibility.
- Can do attitude, friendly and professional.
- High standards of customer service and quality of work.
- Strong work ethic.
- Exceptional communication skills including ability to communicate with people from different cultures.
- A great telephone manner.
- Problem solving skills with an ability to multi task.
- Strong time management and organizational skills.
- High standard of computer literacy skills including using Microsoft suite.
- High attention to detail.
- Capacity to work independently with minimal direction and collaboratively in a team environment.
- Take pride in supporting busy people or teams.
- Ability to attend after hours meetings as required.

#### Desirable:

- Knowledge of issues affecting people with torture and refugee related trauma.

#### Special Conditions:

- Right to work in Australia.
- DHS Working with Children Check
- National Police Check

**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.

---

<b>Position Description Approved by:</b>	
<b>Date approved:</b>	