

## POSITION DESCRIPTION

Role Title:	<b>Clinical Administration Officer</b>
Location:	BUSHkids Brisbane Office in Toowong
Service Stream:	Children's Allied Health Services
Job Status:	Full-time or Part-time position available
Salary Range:	\$55,000 p.a. for full-time capacity and dependent on experience – negotiable. Plus super contributions and salary packaging

### ABOUT BUSHkids ORGANISATION

BUSHkids is a non-Government, not-for-profit organisation which works within local communities to support the development of children by increasing community capacity through education, prevention and early intervention programs.

Services are primarily delivered from regional Centres based in Bundaberg, Dalby, Emerald, Mount Isa and Warwick, with satellite sites in Inglewood, Stanthorpe, Kingaroy/Nanango and Agnes Waters/Miriam Vale. BUSHkids NDIS Early Start teams are based in Bundaberg and Rockhampton with satellite centres in Emerald, Biloela and Gladstone.

Regional activities are coordinated by a small number of support staff located in the BUSHkids' Offices in Toowong, Brisbane.

### Our Purpose

To provide equitable and accessible health, developmental and educational services to families and communities that will encourage them to grow.

### Our Vision

To become recognised as a leader in developmental services, empowering children and their families in rural, remote and regional Queensland to be engaged, connected, aware and resilient.

### Our Values

1. Child-focused and family-centred
2. Working collaboratively to make a difference for vulnerable families
3. Accountability to clients, communities and stakeholders

### THE POSITION

This position provides administrative support to the organisation, supporting the smooth and efficient running of the internal operations of the Brisbane office, as well as providing support to the regional centres. The position also performs reception duties.

### Primary Objective

To provide general and clinical administration across the organisation; and to support the internal operations of the Brisbane office to allow it to proceed in a smooth and efficient manner.

### Key Responsibilities

These include, but are not limited to:

- Secretarial and word processing duties
  - Minute taking and organisational arrangements for meetings, where required
  - Proof reading where required
  - Ability to draft documents on instruction as required
- Administrative support

- Recruitment and orientation processes for clinical staff, when required
  - Community education activities, where required
- Reporting
  - To provide timely information and data to management to assist with the preparation and dissemination of reports for internal and government and any other documents as required
- Assist with event coordination, where required in Brisbane and for the regional Centres
- General filing, archiving and data entry
  - Excellent electronic filing skills
  - Maintaining electronic filing system for clinical services
  - Data entry into BUSHkids database – BUSHbase, where required (training provided)
  - Client feedback questionnaire collation
- Booking travel and accommodation where required for managers
- Resource inventory for Brisbane office and the regional Centres
  - Checking and ordering stock in Brisbane for stationery and resources, when required
  - Checking and ordering stationery and clinical resources for regional Centres, when required
  - Check and replenish supplies, such as photocopier paper, toiletries, etc
  - Process, label and stamp new library acquisitions.
  - Enter new resources into the appropriate database
- General office housekeeping such as tidying and cleaning as necessary.
- Other administrative duties as the management team may require
- Reception and telephone duties – when required:
  - Manage the reception area
  - Meet and greet visitors on arrival; and offer refreshment (water, tea, coffee)
  - Excellent telephone etiquette, directing incoming calls to the appropriate person, and taking messages when required
  - Processing incoming mail, ensuring distribution to the appropriate staff
  - Processing outgoing mail, including couriers where required

#### **Other:**

- To create a welcoming and helpful image for the BUSHkids offices
- To liaise with stakeholders as required
- To liaise with suppliers as required
- Attend any necessary training sessions (in-house and external) when required
- Actively participate in general staff meetings
- Know and apply BUSHkids policies and procedures; and be familiar with and understand workplace health and safety and apply these in the workplace.

#### **EXPECTED BEHAVIOURS AND PERSONAL ATTRIBUTES**

- Use good judgement in conveying information to relevant authorities
- Demonstrate well developed interpersonal and communication skills
- Be well-presented, friendly and courteous. Represent BUSHkids in a professional, confident and positive manner at all times
- Undertake all duties in a diligent manner, with honesty and integrity
- Maintain absolute confidentiality regarding BUSHkids' sensitive information
- Have a vigilant attitude to accuracy and double check work as necessary
- Work cooperatively and independently
- Demonstrate ability to prioritise and organise, with attention to detail
- Demonstrate commitment to ongoing professional development.

## **ADDITIONAL INFORMATION**

- People with a disability or people from Aboriginal and Torres Strait Islander or CALD communities are highly encouraged to apply for this position.
- The successful applicant will be required to provide certified copies of required documentation prior to formal offer of employment.
- BUSHkids is a not-for-profit organisation - the ongoing duration of this position is dependent on the availability of continued funding
- Each staff member is appointed to the appropriate classification level based on their clinical experience
- Travel and overnight stays from the centre may be required of this position
- A criminal history check may be initiated on the successful applicant with the Queensland Police Service
- A discipline history check may be initiated on the successful applicant
- A non-smoking policy applies in all BUSHkids buildings, offices and motor vehicles
- All staff are required to complete a 3-6 month probation period on commencement of employment
- As BUSHkids is a not for profit organisation, participation in fundraising activities may be required

## **ONGOING PROFESSIONAL DEVELOPMENT**

- BUSHkids is committed to supporting its staff's ongoing professional development (PD). Staff will be allocated an annual PD budget to support their ongoing professional development needs.

## **KEY SELECTION CRITERIA**

### **Essential:**

- Demonstrated excellent organisation skills including strong attention to detail
- Demonstrated high level written and spoken communication skills
- Detailed minute taking, including creating agendas
- Sound knowledge of Microsoft Office Suite – Outlook, including scheduling meetings, Word, Excel and PowerPoint
- Excellent typing skills with ability for transcription, writing and word processing skills
- Significant experience in an administration role
- Multi-tasking and problem solving abilities
- Ability to effectively prioritise and execute tasks.

### **Desirable Qualities:**

- Relevant experience in a comparable role

### **Other Requirements:**

- Working with Children Blue Card – Positive Notice
- Current C Class Queensland Drivers License

## **HOW TO APPLY**

Applicants are to submit a brief resume and a maximum 2 page written response outlining your suitability for the role addressing the following key selection criteria.

Please email your application to [recruitment@bushkids.org.au](mailto:recruitment@bushkids.org.au)

**Closing date for application is Thursday 23 November 2017.**