

Job Application Package



Administration Officer Full-time (75 hours/fortnight) People 1st Programme (PIP)

Thank you for your interest in this position.

If you require further information about the position please contact **Elaine Alderson, Manager - PIP** on 08 9227 6177.

For more information about Sexual Health Quarters (SHQ) visit our website at www.shq.org.au. For more information about People 1st Programme (PIP), please visit <http://www.people1stprogramme.com.au>.

This job pack contains the following information:

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1. About SHQ and PIP

SHQ is a dynamic organisation which has been part of the community since 1972. As WA's leading non-government agency in the field of sexual and reproductive health, it is a major provider of services including clinical, counselling, information, professional training, community education and health promotion.

PIP is one of our well established projects which supports people with an intellectual disability in human relationships and sexuality. PIP provides a specialised services in education, counselling and training to clients, parents, carers and service providers by focusing on protective education, relationships and sexuality.

2. Job Details

Employment Status: Full-time
Hours: 75 hours per fortnight

We are seeking an experienced Administration Officer to support the PIP team by providing exceptional administrative support and quality client service.

3. Benefits

Below are some of the benefits that we offer our employees at SHQ:

- Vibrant, casual and friendly working environment
- Flexible working hours
- 17.5% Annual Leave Loading
- Salary Packaging (up to the value of \$15,899/FBT year)
- Employee Assistance Program
- SHQ Internal Holidays

4. Application Information

Submitting Your Application

Please submit your completed application including:

- A **covering letter** stating your name, address and contact details, the position you are applying for and no more than two paragraphs about why you think you are suited to the role.
- A **statement** of no more than two pages outlining how you meet the **following selection criteria**:
 1. Excellent interpersonal and communication skills.
 2. Good problem solving skills.
 3. Good telephone skills.
 4. Ability to work collaboratively in a team.
 5. Ability to work autonomously.
 6. Ability to relate sensitively and empathically to clients.
 7. Ability to prioritise and organise own workload.
 8. Attention to detail in carrying out tasks.
 9. Good knowledge and understanding of the importance of confidentiality.
 10. Commitment to the philosophy and objectives which guide the work of SHQ.
 11. Awareness of own personal values, attitudes and beliefs and how they impact on communication with clients.
 12. Commitment to ongoing personal and professional development.
 13. Intermediate skill level in Microsoft Word and Excel
- A **resume** outlining:
 - Work experience, including key activities and achievements
 - Details of education and professional training
 - Names and contact details of two recent referees who are able to comment on your work performance.

Applications can be submitted via:

SEEK: <http://seek.com.au>

Important Information

- Closing date for applications is 5:00pm, Sunday, 26 June 2016.

SHQ is committed to sexual and reproductive health equality for Aboriginal and Torres Strait Islander people, and has developed a Reconciliation Action Plan to help close the gap in sexual and reproductive health outcomes between Aboriginal and non-Aboriginal Australians.

Aboriginal and Torres Strait Islander men are strongly encouraged to apply for this position. Please note in your application if you wish to identify as Aboriginal and/or Torres Strait Islander.

5. Position Description

JOB TITLE: Administration Officer
DEPARTMENT: People 1st Programme
RESPONSIBLE TO: Manager
EMPLOYMENT STATUS: Full Time
HOURS: 75 hours Per Fortnight
CLASSIFICATION: SHQ Level 3.1
DATE OF ISSUE: June 2015
REVIEW: To be reviewed annually by Manager

JOB PURPOSE: To provide administrative support to the People 1st Programme

The Admin officer provides services to four service outlets including Metropolitan and Regional locations in WA. And provides administrative support and guidance to the two service areas: One to one counselling and education and Fee for service programme.

CRITICAL OBJECTIVES	STANDARDS OF PERFORMANCE	MEASURES	KNOWLEDGE AND SKILLS REQUIRED
Perform telephone duties for the service	<ul style="list-style-type: none"> Phone is answered in a timely manner using the correct telephone etiquette Records messages accurately and passes on to relevant personnel in a timely manner Refers callers to appropriate staff 	<ul style="list-style-type: none"> Management Assessment Peer feedback 	<ul style="list-style-type: none"> Telephone etiquette Interpersonal skills Organisational skills Oral and written communication skills Knowledge of the organisation / unit structure
Data Entry	<ul style="list-style-type: none"> Maintain and update database of clients referred to the service Information is entered accurately Membership payments are recorded accurately and renewals actioned 	<ul style="list-style-type: none"> Management Assessment Peer feedback Database 	<ul style="list-style-type: none"> Organisation skills Oral and written communication skills Attention to detail Knowledge of Unit database systems

CRITICAL OBJECTIVES	STANDARDS OF PERFORMANCE	MEASURES	KNOWLEDGE AND SKILLS REQUIRED
Handling of financial transactions	<ul style="list-style-type: none"> • Manage and record all payments received • Liaise with the Bookkeeper as required regarding all cash queries • Receive and process course registration fees, invoices, receipts and EFPTOS payments • Keep accurate records • Audit payments received from reception weekly 	<ul style="list-style-type: none"> • Management Assessment • Bookkeeper feedback • Peer feedback • Weekly audit of client membership to database 	<ul style="list-style-type: none"> • Knowledge of eftpos procedure • Cash handling skills • Basic bookkeeping skills • Organisational skills • Time Management skills • Interpersonal skills • Oral and written communication skills
Administrative duties	<ul style="list-style-type: none"> • Photocopy and type correspondence as requested by Manager • Collect, collate and accurately enter records and statistics to DSC AC/DC system • Maintain accounts, filing, correspondence • Develop office systems to manage administrative requirements as required • Attends monthly team meetings and minutes business, circulates to team members • Produces course flyers and registration forms, loads documents to PIP website, registers participants • Prepare and deliver morning/afternoon teas for workshops and clean up afterwards if required • Designs with the PIP team effective service pathways for clients 	<ul style="list-style-type: none"> • Management Assessment • Peer feedback 	<ul style="list-style-type: none"> • Knowledge of mail procedure • Knowledge of suppliers and service providers • Knowledge of Microsoft Word and Excel • Organisational skills • Time management skills

CRITICAL OBJECTIVES	STANDARDS OF PERFORMANCE	MEASURES	KNOWLEDGE AND SKILLS REQUIRED
	<ul style="list-style-type: none"> Works with educators to draft MOA for fee for service work, invoices in a timely period as per PIP procedure 		
Maintain a safe work environment	<ul style="list-style-type: none"> Comply with all safe work procedures, policies and instruction. Report all incidents, hazards and injuries to supervisors in a timely manner. Timely, full and accurate completion of accident and hazard forms if and when required 	<ul style="list-style-type: none"> Peer assessment Management assessment 	<ul style="list-style-type: none"> Knowledge of organisational policies and procedures in relation to OSH
To be SHQ representative to individuals, agencies and organisations	<ul style="list-style-type: none"> Representation meets organisational policy and ethos All contact is professional and courteous 	<ul style="list-style-type: none"> Management Assessment Stakeholder feedback Client feedback 	<ul style="list-style-type: none"> Interpersonal skills Strong Communication skills Excellent personal presentation Knowledge of organisation policies Knowledge and acceptance of organisation ethos
Ability to be an effective team member	<ul style="list-style-type: none"> Good communication with all team members Awareness of team members needs and issues Work with other team members to achieve unit objectives. 	<ul style="list-style-type: none"> Management assessment Peer Feedback 	<ul style="list-style-type: none"> Strong communication skills Interpersonal skills
Comply with all policies and procedures and relevant legislation	<ul style="list-style-type: none"> Unit and organisational policies and procedures are accessed and complied with at all times. 	<ul style="list-style-type: none"> Management Assessment Practices are within documented guidelines, procedures and policies Disability Standards 	<ul style="list-style-type: none"> Knowledge of how and where to access organisational and unit policies and procedures Awareness of relevant legislation

CRITICAL OBJECTIVES	STANDARDS OF PERFORMANCE	MEASURES	KNOWLEDGE AND SKILLS REQUIRED
	<ul style="list-style-type: none"> Relevant legislation and its implications on practice is understood and complied with. 		
Other duties as directed by Manager	<ul style="list-style-type: none"> Complete tasks as assigned and as requested 	<ul style="list-style-type: none"> Management assessment 	<ul style="list-style-type: none"> Ability to fulfil a range of duties Willingness to work as part of a team to ensure unit obligations are fulfilled

SELECTION CRITERIA

ESSENTIAL:

1. Excellent interpersonal and communication skills.
2. Good problem solving skills.
3. Good telephone skills.
4. Ability to work collaboratively in a team.
5. Ability to work autonomously.
6. Ability to relate sensitively and empathically to clients.
7. Ability to prioritise and organise own workload.
8. Attention to detail in carrying out tasks.
9. Good knowledge and understanding of the importance of confidentiality.
10. Commitment to the philosophy and objectives which guide the work of SHQ.
11. Awareness of own personal values, attitudes and beliefs and how they impact on communication with clients.
12. Commitment to ongoing personal and professional development.
13. Intermediate skill level in Microsoft Word and Excel

DESIRABLE:

1. Experience working in a health related field or community organisation.