

POSITION DESCRIPTION

POSITION	ASSISTANT ADMINISTRATION OFFICER
LOCATION	GRANVILLE/ ALL MDAA Office Sites
Salary Level: Status: Permanent Part Time depending on funding Hours: 22.5 hrs per week	Award: SCHACDS AWARD Salary Range: Level 3 paypoint 1
SUPERVISOR	ACCOUNTABILITY
Projects and Admin Team Manager	To the line manager <ul style="list-style-type: none"> Staff appraisals occur each 12 months. A six months probationary period applies
LEVEL OF RESPONSIBILITY	
SCHCADS AWARD	
GRADE 3: The Assistant Administration Officer is responsible for providing administrative and accounting support to the organization, providing a courteous, welcoming, accurate reception and information service. Assistant Administration Officer takes substantial responsibility for the completion of various administrative tasks, provides secretarial support and assistance, under the general direction of a worker at a higher grade. The Assistant Administration Officer is responsible for planning and prioritizing his/her work and managing his/her time. The person is expected to exercise an accountable degree of judgment, initiative, confidentiality and sensitivity in the performance of the specialized area of work for which he/she is responsible. The position also provides administrative and accounting support for the organization's projects and services. The Assistant Administration Officer is also responsible for MDAA website/Facebook/Twitter and other social media formats. In addition, the role involves the preparation and delivery of computerised and hard copy MDAA newsletter, designing and publishing MDAA's brochures, pamphlets and other resources well as assistance in organizing MDAA activities.	
SELECTION CRITERIA	
Knowledge: <ul style="list-style-type: none"> Demonstrated sound experience in reception/administrative functions Demonstrated sound experience in using an information database Demonstrated sound experience in ability to liaise with a range of different people Skills: <ul style="list-style-type: none"> High level customer service skills Demonstrated oral and written communication skills including the capacity to communicate and work with people from diverse backgrounds Ability to use computers within the workplace including word processing, databases, and email, willingness to enhance and use skills in modern promotion/information delivery technology Attributes: <ul style="list-style-type: none"> Understanding of and commitment to social justice issues for people from culturally and linguistically diverse / non-English speaking backgrounds (CALD/NESB) with disability and their families/carers. 	
ROLE AND SCOPE OF POSITION	

The Multicultural Disability Advocacy Association of NSW (MDAA) is the peak body for people from CALD/NESB with disability and their families/carers. MDAA provides advocacy assistance, systemic advocacy, industry development, training and education. The role of Administration officer is to:

- Provide administrative assistance and support to the MDAA offices, staff and Governance Committee
- Create and maintain a member and organizational filing system and archive
- Provide basic accounting support and manage basic bookkeeping/financial transactions in the program
- Delivery of information to stakeholders; keeping up to date information in the different social media platforms
- Ordering of resources/supplies of the organization and organise regular maintenance of equipment; office facilities and work environment
- Provide report, advice and implement changes to administrative systems

POSITION SPECIFIC TASKS

KEY RESULT AREAS	KEY TASKS	KEY PERFORMANCE INDICATORS
Organizational Support Outcome: <ul style="list-style-type: none"> • Staff receives adequate support to carry out their duties 	<ol style="list-style-type: none"> 1. Work in close cooperation with the Front Office Administration Team, volunteers and other teams at MDAA. 2. Provide accurate and pleasant reception services 3. Keep the website up-to-date as well as MDAA publications and MDAA submissions, news and events 4. Design and publish promotional materials 5. Provide secretariat support to ensure administrative systems operate smoothly. 6. Contribute to the work of the Operations team and assist in other administrative duties as required e.g. with events or arranging travel, meetings with the Governance Committee amenities and resources 7. Organise maintenance and upkeep of office facilities, equipments and supplies 	<ol style="list-style-type: none"> 1. Internal and external customers report they have received good service
Information Support	<ol style="list-style-type: none"> 1. Answer inquiries about MDAA events and make 	<ol style="list-style-type: none"> 1. Accuracy of information and referral

Outcome: <ul style="list-style-type: none"> Accurate internal and external communication Accurate information provided on website, newsletter, brochures and pamphlets Social Media Support 	<ul style="list-style-type: none"> appropriate referrals (internally to Management Team, Enquiry/Intake Officer and/or IA's or externally to other agencies) 2. Ensure MDAA website is up-to-date with accurate information; newsletter produced in a timely fashion; promotional material produced with accurate information for city and regional areas. 3. Maintain MDAA social media and website with daily postings. 4. Create Instagram page for MDAA and maintain it with daily posting 	<ul style="list-style-type: none"> 2. Customer satisfaction 3. Community, members and other stakeholders well informed about MDAA advocacy work and consumer events that build individual and community capacity.
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CORE TASKS AND BEHAVIOURS

Core behaviors refer to those tasks, attitudes and behaviors that apply to all staff regardless of position description or level of responsibility.

KEY RESULT AREAS	KEY TASKS	KEY PERFORMANCE INDICATORS
Organizational Culture	All employees will <ul style="list-style-type: none"> Adhere to the MDAA Constitution, philosophy, policies and procedures including state & federal legislation such as the Disability Inclusion Act; and Disability Services standards Adhere to funding body service agreements and industry standards Use clear and effective communication Act to support volunteers, management and other staff members Contribute to the development and growth of the organization 	An employee can demonstrate familiarity with and apply all relevant regulations and standards to their actions and professional practice. An employee can show examples of written and oral communication that has been clear and effective in achieving a desired outcome. An employee can discuss their contribution to the organization's goals and objectives and their effectiveness in supporting their colleagues.
Accountability	All employees will: <ul style="list-style-type: none"> Document all work in line with industry standards Undertake the collection of data Perform all reasonable duties requested by the 	An employee can produce a written report outlining results achieved from the work plan on a monthly basis.

	Executive Director / their line manager.	
Teamwork	All employees will: <ul style="list-style-type: none"> • Attend staff, team and casework meetings when required • Contribute to a positive and cooperative work environment • Follow through on commitments • Contribute to housekeeping tasks 	An employee can provide/demonstrate examples of engagement with the team including a range of cooperative work practices.
Professional Development and Training	All employees will: <ul style="list-style-type: none"> • Attend supervision sessions • Undertake a yearly staff appraisal • Participate in required training and ongoing professional education 	An employee can give examples of and demonstrate improvement in professional knowledge or skills gained through supervision or attendance at training.
Planning and Evaluation	All employees will: <ul style="list-style-type: none"> • Contribute to strategic, operational planning and evaluation • Write and complete work plans in line with the outcomes in the strategic plan. 	An employee can write and implement a work plan that reflects the strategic and operational plans of the organization.
Continuous Improvement	All employees will: <ul style="list-style-type: none"> • Exercise initiative and regularly discuss improvements to work processes 	An employee can demonstrate adaptation to change, initiation of change in area of expertise to the benefit of the role and MDAA
Work Health And Safety	All employees will: <ul style="list-style-type: none"> • Understand the WH&S Policy, and how they can participate and support the implementation of WH&S Policy. 	An employee can show that he/she has taken responsibility to identify safety hazards, report & document incidents or exercised duty of care.
Communication	<ul style="list-style-type: none"> • Demonstrate commitment to effective communication including appropriate use of Plain English, interpreters and language skills 	An employee can show that he/she has used their language skills to assist consumers.
CERTIFICATION		

We have carefully reviewed this Position Description and are satisfied that it fully and accurately describes the requirements of the position

EXECUTIVE DIRECTOR

Signature: _____ (Susan Laguna)

Date: _____

ASSISTANT ADMINISTRATION OFFICER

I have read this document and agree to undertake the duties and responsibilities as listed above. I acknowledge this profile is only an indicative indication of tasks and understand that I may be required to undertake additional duties and responsibilities from time to time that are not detailed herein, yet within or aligned to my skills set.

Name: _____

Signature: _____

Date: _____