

ADMINISTRATION OFFICER – Position Description

ROLE:	Administration Officer
LOCATION: WORK HOURS:	66 Hughes Street, Mile End Time commitment to be completed between 9am to 5pm Monday to Friday (after hours work may be required)
RESPONSIBLE TO:	Client Services Manager (CSM)

ORGANISATIONAL CONTEXT

The Motor Neurone Disease Association of South Australia Inc. (MNDSA) was established in 1986 to support people living with Motor Neurone Disease (MND) and their families and carers. It does this by providing information and advice, coordination and support, allied health, equipment services as well as community awareness and support for research.

MNDSA is a not-for-profit organisation.

Our Vision: A world without Motor Neurone Disease

Our Why? Supporting those living with Motor Neurone Disease

Our Values: Supportive, Inclusive, Empathetic, Respectful, Progressive, Person Centred

ROLE PURPOSE

The role of the Administration Officer is to work, at the direction of the Client Services Manager, to implement effective administration procedures that support service delivery for people living with MND.

The key organisational functions the Administration Officer is responsible for include:

- MND Info Line support
- Supporting Client Services with NDIS administration for Support Coordination and Allied Health
- Financial administration including NDIS billing
- Database management
- Facilities management
- General office administration

The Administration Officer will work, as part of the administration team, to collaborate with all MNDSA services including the NDIS Support Coordination team, the Advice and Coordination team, Allied Health Services, Equipment Services, Fundraising and Partnerships and Volunteers.

KEY AREAS OF RESPONSIBILITY

Key Result Area	Activities
<i>MND Info Line support</i>	<p>Discuss</p> <ul style="list-style-type: none"> the needs of enquirers in a sensitive and skilled manner and provide accurate and relevant information as required MND association services, supports and education as required MND Association education service offerings complaints or compliments and follow MNDSA procedures to record recent bereavement in a skilled and sensitive manner <p>Return calls to info line callers who have left a message on the message bank and respond to relevant info@ emails and drop in clients with relevant MND information</p> <p>Process donations and other income and record on the database</p> <p>Collect accurate MND Info Line data and record client contacts daily in the MNDSA client database</p> <p>Maintain confidentiality of the client, their family and carers at all times</p>
<i>Administration support for Client Services' Support Coordination and Allied Health functions</i>	<p>Enter new clients onto the database and keep records up to date</p> <p>Assist with update of client records including recording of equipment, NDIS service bookings</p> <p>Following up with Support Coordinator (SC) (internal and external) and/or participants to establish payment process for accessing services provided under the NDIS</p> <p>Ensure all service users have signed service agreements and service schedules and update as required.</p> <p>Assist with processing and invoicing of NDIS claims via the portal, monitoring payments and liaising with NDIA on issues related to service bookings or claims</p> <p>Support SC in their duties including with participant NDIS Access, pre-planning, bookings and sourcing service providers</p> <p>Monitor Support Services and NDIS mailboxes</p>
<i>Participate in and contribute to MNDSA</i>	<p>Attend MNDSA staff meetings</p> <p>Assist where needed for various MNDSA events including fundraising, research and clinical based events coordinated by MNDSA</p> <p>Communicate and act in ways consistent with MNDSA Purpose, Values and Objectives</p> <p>Actively contribute to the development of a safe working environment according to established Work Health & Safety practices and procedures</p> <p>Contribute to the continuous improvement of MNDSA client and management practices and the implementation of quality measures as required</p> <p>Participate in regular supervision with Client Services Manager and the annual performance management process</p> <p>Cover for other administration staff during periods of leave</p> <p>Other reasonable duties as required</p>

KEY SELECTION CRITERIA

Essential

1. Demonstrated ability to provide high level administrative and clerical services with attention to detail
2. High level skills in the Microsoft Office Suite, databases and other software
3. Experience using Xero Accounting Package
4. Highly developed interpersonal communication skills, both verbal and written with an ability to relate in a warm, caring and professional manner with a wide spectrum of people, including members of the public, MND clients and their families
5. Demonstrated experience working independently and as part of a team
6. Demonstrated ability to manage competing work tasks and work effectively to deadlines
7. Demonstrated use of initiative and solve problems
8. Highly organised
9. Honest and reliable
10. Current South Australian Driver's Licence

Desirable

1. NDIS portal experience
2. Experience of Gestalt CRM System
3. Experience working with people with a disability and with volunteers
4. Office administration experience in the not for profit sector

CONDITIONS OF EMPLOYMENT

- Permanent full time
- 38 hours per week with some out of hours work as required
- Salary packaging available
- Appointment is subject to a 6-month probation period
- Appointment is subject to NDIS clearances prior to commencement
- Appointment is subject to providing evidence of being fully vaccinated (COVID-19)
- Smoking is not permitted on MNDSA premises or in MNDSA vehicles
- All staff will take responsibility for a safe and healthy work environment and have a commitment to equal employment opportunity and a workplace free from discrimination and harassment

Standard of Conduct

- Become familiar with and abide by the policies and procedures of MNDSA
- Be responsible and accountable for high standards in personal performance, behaviour and attendance in the workplace
- Maintain a harmonious and courteous attitude towards all stakeholders of MND
- Operate in a professional manner that fosters positive relationships focused on outcomes for clients
- Respect and maintain the privacy and confidentiality of all participant and organisational information
- Respect the integrity of MNDSA, other State Associations, MND Australia and the International Alliance of ALS/MND Associations