

# Office Administrator



**Camcare** is a community-based organisation that operates from two sites:

- Ashburton
- Camberwell

**Camcare** delivers wellbeing and support services principally to individuals and families living in the City of Boroondara. In addition, the Integrated Family Services team provides family support as a partner in the Inner East Integrated Family Services Alliance.

Camcare also provides Access to Applied Psychological Services (ATAPS), psychology services through the Better Access to Mental Health care initiative, material aid, parent education, advocacy and community engagement. We seek to ensure the provision of high quality services, which will bring about significant improvements in the life and experience of the children, young people and families with whom we work.

**Camcare** receives funding from local, state and federal governments. We also attract funds through the support of private donations, philanthropic trusts and the community sector.

## General Information

Position title:	Office Administrator
Reports to:	Business Manager
Organisation:	Camcare Inc.
Rate of Pay:	based on SCHCADS award
Hours of work:	19 hours per week (0.5 FTE)

## Key Responsibilities

1. Contribute to the efficient functioning of the Ashburton and Camberwell offices
2. Ensure the timely completion of office administration responsibilities including reception, mail distribution, client liaison, petty cash handling, purchasing of office supplies
3. Supervise a reception team consisting of both paid staff and volunteers at the Camberwell site
3. Co-ordinate and maintain Camcare databases containing confidential client files, and export key statistics to DHHS on a quarterly basis
4. Provide support and direction as required to clients, reception staff, volunteers and Community Support Workers at Ashburton and Camberwell offices, to ensure the effective delivery of services.
5. Ensure the smooth running of the car fleet including staff bookings, servicing and accurate maintenance of all log books.

## Key Performance Indicators

- Well organised and effective provision of administrative and reception services, ensuring the smooth operation of the Ashburton and Camberwell offices
- Timely and discreet maintenance of client files and databases
- Timely lodgement of IRIS data to DHHS
- Efficient, timely and co-operative co-ordination of administration across the two sites

- Maintaining effective and collaborative relationships with members of the Business Services team and the executive assistant of the CEO

## **Specific Tasks**

### **Office Administration**

1. Liaise with staff at both Ashburton and Camberwell offices to ensure the efficient co-ordination of administration across the sites
2. Coordinate reception staff roster for the Camberwell site, provide training and assistance as required, provide ad hoc reception duties as required
3. Coordinate induction programs for new reception staff
4. Stay well-informed of relevant Medicare changes
5. Maintain MasterCare EMR including administrating staff permissions, public holidays, and resource availability
6. Manage mail collection and distribution, including internal mail between the sites
7. Coordinate catering for training sessions and meetings, or as requested
8. Purchase supplies for staff kitchen, stationery, printers and computers
9. Perform various office and administration tasks as directed by the management team

### **Finance & Donations**

10. Maintain the petty cash float at the Ashburton site
11. Forward to Finance Officer any monies received (donations or other), and relevant paperwork such as credit card docketts, petrol docketts, creditor invoices, etc. received at the Ashburton office.
12. Provide monthly MBS psychology service KPI reports to the Business Manager

### **Clients and Client Files**

13. Maintain the Camcare database for current clients, and archive old files, including filing of the hard copy of current client files
14. Export quarterly datasets to DHHS using the IRIS database
15. Setup and maintain staff profiles within databases including MasterCare EMR, and provide training to staff as required
16. Arrange initial appointment for ATAPS clients, sending appointment letters, and creating client files for clinician use

### **Volunteer Support**

17. Liaise with Manager Community Support to provide support and training to volunteers at Ashburton
18. Provide backup support to duty workers and CSWs, including rostering, chairing site meetings, taking meeting minutes

### **Emergency Relief**

19. Maintain a supply of essential cards, travel cards and phone cards for client use, recording usage and reconciling monthly

## OHS and Facilities

20. Assist the Business Manager with facilities management of both sites, including keys register, security monitoring, cleaning, gardening, maintenance, and liaison with City of Boroondara
21. Attend quarterly OHS meetings, contributing to agenda and minute taking

## Car Fleet

22. Manage the car fleet including petrol receipts, servicing and cleaning

## Selection Criteria

- Exceptional organisational skills and interpersonal skills
- Superior IT skills, including experience with MS Office and Outlook
- Proficiency with databases, preferably IRIS
- Experience with client management systems, preferably MasterCare EMR
- Able to work well as part of a team
- Strong customer service orientation
- Staff supervision skills

## Relevant Personal Characteristics

- Ability to work harmoniously with a team of paid staff and volunteers
- Superior written and oral communication skills
- A strong customer service approach
- Good organisational and time management skills, and ability to work autonomously

## Conditions of Employment

- Employment is under the conditions of the SCHCADS award
- Salary packaging is available (subject to legislation and Award compliance)
- The position is subject to external funding and to annual program review
- A driver's license and access to own vehicle are required. Where use of own vehicle for work-related purposes is required, reimbursement will be made at the prescribed rate
- The position will be based across the Ashburton and Camberwell offices
- Pre-employment checks (including proof of identity, relevant qualifications, drivers licence and three referees) are required
- Employment is subject to a satisfactory criminal records check

## Ethical Requirements

- All Camcare employees are required to adhere to Camcare's Code of Ethics.
- Policy
  - **All staff will abide by Camcare's policies and practices.**
- Philosophy of Camcare's work

- All staff will work within the philosophical guidelines set out in the Aims and Objectives in the Constitution.