

Position Description
Administration Assistant – Konnections

KARINGAL MISSION

To provide quality services that improve the lives of individuals

Karingal is a community service organisation which is committed to providing services that enhance the lives of individuals. Our team takes pride in proactively supporting people with disabilities, disadvantages and those who are aged, to live full and active lives. We have services in Metropolitan Melbourne and Regional areas in Victoria.

DIVISION DESCRIPTION

Through partnerships with people with a disability, their families and the community, **Karingal Community Living** (KCL) creates opportunities and choices that inspire and enable the achievement of personal goals.

BRANCH DESCRIPTION

Konnections is a progressive and client focused disability service which offers day programs, accommodation and support and leisure activities for children and adults who reside within the Mornington Peninsula Shire and the City of Frankston.

Position Specifics

Position objective:	To provide high quality administrative support to Manager Konnections and wider Konnections team and facilitate continuous improvement of the communications, quality and document control functions of the Konnections branch.
Reports To:	Manager Konnections
Division:	Karingal Community Living
Branch:	Konnections
Primary Location:	Mornington Peninsula
Employment status (F/T, P/T):	Part time (15 hours per week –Wed-Thurs 8:30-4:30)
Probation:	All positions are offered with 6 month probation period.
Classification & conditions:	Karingal Collective Agreement: Admin Schedule
Remuneration:	Wages will be negotiated commensurate with experience and qualifications. An attractive salary package will be offered which includes access to salary packaging provisions. Superannuation is paid at 9%

Position Responsibilities & Duties

General

- Work collaboratively with Management and operational teams to identify and implement actions required to enhance service delivery, compliance and continuous improvement of programs, administration activities and reception.
- Develop and implement effective and efficient systems/procedures that enhance Individual Support administration activities.
- Development and maintenance of effective working relationships with relevant individuals, Karingal branches and external organisations.
- Effective decision making skills.
- Effective time management skills including ability to prioritise and meet deadlines.
- Knowledge and effective utilisation of available resources.
- Display high level of personal integrity/professionalism when representing Karingal/Konnections.
- High level of customer focus when interacting with internal and external stakeholders.
- Participate in internal projects as required.

Position Specific

- Receptionist duties including:
 - servicing needs of reception and incoming switchboard calls
 - maintain high presentation standards in office/reception area
 - prompt forwarding and follow up of messages received
 - bright and professional telephone manner including appropriate greeting and follow up
- Undertake administrative support functions, including:
 - Data entry and Word processing
 - Database management, maintenance and report production
 - Correspondence management and distribution
 - File and records management
 - Office coordination
 - Process accounts payable and receivable
 - Ordering and purchasing requisites and equipment
 - Vehicle fleet management – in consultation with fleet management team leader
 - Diary management and correspondence for Manager Konnections
- Provide high level administrative support to Konnections, including:
 - Reception duties
 - Coordination of meetings including minute taking
 - Processing of accounts payable and receivable
 - Catering of meetings and planning days as required
 - Assisting with reports and one off projects as required
- In consultation with the Manager liaise and build rapport with clients, staff, various government departments, peak bodies and provide advice and referral information to general inquiries regarding Konnection services
- Maintain and update client, staff and property databases
- Process branch purchase orders
- Maintain accurate electronic personnel records for employees and volunteers

Communication

- High level of verbal, written and listening communication skills are required
- The position requires that the incumbent adheres to the organisations policy of complete confidentiality on all matters relating to Karingal Inc.
- INTERNAL COMMUNICATION REQUIREMENTS
 - Konnections Management Team: general communication, operational matters, strategy and planning matters, verbal/written reports and reviews,
 - Job Share Receptionist: general communication, process and procedure updates
 - Konnections Employees: general communication, Team specific matters and tasks
 - Karingal Corporate Services: relaying messages and admin support
 - Karingal Corporate Services: general admin assistance as required
- EXTERNAL COMMUNICATION REQUIREMENTS
 - Clients and advocates
 - Suppliers
 - Community
 - Business Partners

Other duties as directed by Manager Konnections					
Measurable Results & Outcomes					
<p>Customer Service: Provision of excellent customer service to all internal and external stakeholders including approachability, empathy, and responsiveness as gauged by feedback and observation.</p> <p>Administration Duties: Successful, accurate and timely completion of administration tasks as directed. Achievement of continuous improvement in the administrative processes/procedures for Konnections.</p> <p>Records and Reporting: Evidence of timely reporting/database management as directed including management of internal databases, files and quality systems, including the production of reports and service related information via various software packages.</p> <p>Compliance: Compliance with relevant procedures and objectives; results of internal and external audits and reviews; and, observation and feedback.</p> <p>Team work and communication: Positive contribution to the Leon Ave and wider Konnections Team; feedback, observation, participation in team meetings.</p> <p>Performance of general position responsibilities to a high standard: Exhibits characteristics of reliability, punctuality and professionalism in all work related tasks.</p>					
Key Selection Criteria & Skills/Attributes					
Essential:	<ul style="list-style-type: none"> ▪ Well developed computer skills- demonstrated proficiency in Microsoft Office Applications and data management systems. ▪ Strong customer service skills ▪ High level organisational and time management skills including a proven ability to prioritise, meet deadlines and work autonomously ▪ Excellent written and verbal communication skills ▪ Demonstrated proficiency in use of office equipment such as photocopiers and facsimile machines ▪ High level literacy and numeracy skills ▪ Demonstrated ability to work as part of multidisciplinary team ▪ Current Victorian drivers licence ▪ Successful completion of Police Check 				
Desirable:	<ul style="list-style-type: none"> ▪ Proven experience in administrative roles- including word processing, data entry and filing ▪ Significant work experience/qualification in customer service roles ▪ Significant work experience/qualification in office reception/admin roles 				
Application Details					
Application instructions:	<p>Please send applications including cover letter and current resume to Karingal via email or post as below.</p> <p>Late applications will not be accepted.</p>				
Email:	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">jobs@karingal.org.au</td> <td style="width: 50%;">Postal address:</td> </tr> <tr> <td></td> <td>ATT: Di Johnstone Konnections Application 25 Leon Avenue, Rosebud, 3939</td> </tr> </table>	jobs@karingal.org.au	Postal address:		ATT: Di Johnstone Konnections Application 25 Leon Avenue, Rosebud, 3939
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	ATT: Di Johnstone Konnections Application 25 Leon Avenue, Rosebud, 3939				
Contact person:	Di Johnstone Project Officer - Karingal Konnections PH: 5986 8118				
Closing date:	C.O.B Monday 9 th August 2010.				
<p><i>“Karingal is an Equal Opportunity Employer; values diversity and encourages applications from Indigenous people, people with disabilities and people from culturally and linguistically diverse backgrounds”.</i></p>					

Please visit our website for more information: www.karingal.org.au