

JOB AND PERSON DESCRIPTION

Position Title:	Administration Coordinator
Program/Work Area:	Business Services
Classification:	Social, Community, Home Care and Disability Services Industry Award: SACS Level 6, with generous salary packaging
Position Hours:	38 hours per week, 1.0 FTE
Location:	MIFSA Wayville

ORGANISATION

The Mental Illness Fellowship South Australia (MIFSA) is a community based, not for profit organisation, which provides a range of education, support, rehabilitation and recovery based services and programs for people with mental illness, their carers and the community. MIFSA programs are delivered utilising “lived experience” of people with mental illness and carers, and according to a psychosocial rehabilitation model and recovery philosophy and practice. MIFSA’s objectives include promoting greater community knowledge, awareness, support and understanding of the effects of mental illness on individuals and their carers. These objectives are pursued through research, illness management, support, reducing stigma and advancing rights of people with a mental illness and their carers. MIFSA is part of a national body with branches across states and territories in Australia. For more information about MIFSA services and programs go to www.mifsa.org

OUR VISION, MISSION and VALUES

OUR VISION is a South Australian community which understands mental illness and responds with confidence, respect and hope.

OUR MISSION is to increase opportunities to achieve good mental health, to promote acceptance of mental illness in the community and provide quality services for people with mental illness, their family and friends.

Our **VALUES**:

*Show **Respect*** by treating all people with dignity, valuing diversity and utilising knowledge from lived experience

*Foster **Team*** through consultation and collaboration to sustain a positive culture in the achievement of common goals

*Create **Quality*** and seek excellence in all areas through continuous quality improvement

*Embrace **Opportunity*** through organisational growth and by increasing the range and depth of our service delivery

SUMMARY OF ROLE

MIFSA currently works with over 150 employees and 100 volunteers across a range of sites and programs in South Australia in the delivery of our strategic business objectives. The Administration Coordinator will be an integral part of the Operations team, working closely with other Business Services functions to support MIFSA staff, volunteers and other stakeholders through the provision of quality services.

Under the limited direction of the Operations Manager, the Administration Coordinator will develop and implement high quality administrative and promotional services for a broad range of MIFSA programs and services. The Administration Coordinator will also deliver direct administrative support to the CEO and coordinate MIFSA events. The Administration Coordinator will be required to undertake special projects at times.

SPECIAL CONDITIONS

This position may require flexible work hours. Flexible work hours are subject to the needs of the organisation, as negotiated with the Operations Manager with time off in lieu provided where additional hours are worked to maintain an average of 38 hours per week. Satisfactory National Police clearance is required prior to appointment. You must hold a Permanent Resident Visa or be an Australian Citizen to apply for this position

DUTIES

1. In consultation with the Operations Manager, coordinate the delivery of high quality administration and promotion services in accordance with MIFSA policy and procedures.
2. Maintain accurate and up to date records, evaluate outcomes and provide regular reports of progress to the Operations Manager as required.
3. Foster a supportive and professional work environment for staff members, volunteers and students, including direct supervision of Wayville Administration team members.
4. Develop and implement effective administrative processes, including providing direct administrative services to the CEO to support achievement of organisational goals.
5. Develop, design and review consistent marketing and promotional activities.
6. Maintain MIFSA's calendar of events and coordinate MIFSA events, including Mental Health Week events, Schizophrenia Awareness Week events and MIFSA's annual Volunteer Function.
7. Liaise with MIFSA Support Groups to ensure quality processes are achievable and maintained.
8. Develop effective relationships and partnerships, and collaborate and consult with key stakeholders, including related service providers.
9. Engage in regular supervision, performance appraisals and training to ensure ongoing professional development and the delivery of quality services.
10. Contribute to a high standard of service provided by MIFSA by participating in relevant meetings, delivering programs consistent with MIFSA's strategic plan, policies and procedures and participating in continuous quality improvement activities.
11. Plan, develop and implement special projects as directed by the CEO to meet specific and identified needs of the organisation.

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

1. Experience in senior level administrative support, including qualifications similar to Cert IV in Frontline Management and/or extensive experience in community or health sectors.
2. High level of communication and customer service skills, with ability to work efficiently across a range of mediums.
3. Superior time management and organisation skills, with proven ability to prioritise time and tasks, follow up on requests, meet deadlines and maintain a service driven approach.
4. Sound working knowledge of Microsoft Office Suite and Adobe InDesign programs.
5. Exceptional administration skills, with a focus on professional presentation and impact.
6. Demonstrated ability to maintain confidentiality of sensitive information.
7. Demonstrated ability to successfully coordinate and supervise a diverse administration team to facilitate completion of a range of tasks.
8. Experience in coordinating and presenting promotional information to small and large groups.
9. Proven ability to establish and maintain beneficial relationships with key stakeholders.
10. Sound understanding of organisational operations and workplace practices, e.g. Equal Opportunity and OHS&W.
11. A current Driver's Licence and satisfactory Police Check are essential.