

JOB AND PERSON DESCRIPTION

Position Title:	Administration Officer
Classification:	Social, Community, Home Care and Disability Services Industry Award – SACS Level 3
Position Hours:	Part time 0.6FTE
Location:	Based at MIFSA Wayville
Contract:	Until 30 June 2013 (with possibility of extension)

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

POSITION SUMMARY

Under the general direction of the Operations Manager or their delegate, the Administration Officer will provide reception and administration support services to MIFSA. Working as part of a dynamic team, the Administration Officer will respond to phone, email and face-to-face enquiries and provide appropriate information and referral to MIFSA programs or other relevant services in the community. The Administration Officer will deliver a diverse range of administration support to various program and work areas and fulfill other support functions within the organisation.

SPECIAL CONDITIONS

The Administration Officer position has flexible work requirements, is based at MIFSA Wayville and may involve occasional work at other MIFSA sites. Flexible work hours are subject to the needs of the organisation as negotiated with the Operations Manager or their delegate. A National Police Certificate is required prior to appointment. There may be a requirement to use your own vehicle. Where this is required, mileage will be paid at Award rates. You must hold a Permanent Resident Visa or be an Australian Citizen to apply for this position.

DUTIES

1. Provide reception and administration services to MIFSA to ensure high quality, appropriate service delivery.
2. Provide mental health information, assistance and referral by way of telephone, email or face-to-face enquiries to enable individuals to access services and supports.
3. Provide administration support to various program and work areas and across other MIFSA sites.
4. Provide assistance to various program and work areas through administrative support and other support functions, including records management, human resources, and volunteer and event coordination.
5. Maintain appropriate records, procedures and guidelines relating to administration areas to ensure ongoing quality management and funding requirements within the organisation are met.
6. Establish goals/objectives and outcomes for administration and reception services.
7. Accurately manage cash receipts to assist the Finance Office in accounting of funds.
8. Confidentially manage administration of sensitive information.
9. Provide peer support, assistance and training to casual employees, temporary staff and volunteers undertaking reception and administration services.
10. Contribute to a high standard of service provided by MIFSA. Participate in relevant meetings and service delivery consistent with MIFSA's strategic plan, policies and procedures and quality improvement activities.
11. Maintain up to date mental health knowledge and engage in regular supervision and annual performance appraisals to ensure ongoing professional development and the delivery of quality services.
12. Develop and implement projects as directed by the CEO to meet specific and identified needs of participants and the community.

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

1. Demonstrated ability and experience in administration and reception work. A Cert II in Business Administration or similar qualification and/or experience in reception and administration support services with a community or health organisation will be well regarded.
2. Demonstrated understanding of the nature of disability and impact for individuals, including the capacity to respectfully and sensitively interact with people living with mental illness and their carers.
3. A highly developed ability to communicate confidently and effectively with a wide range of people.
4. Demonstrated knowledge of customer service principles and proven ability in providing excellent customer service.
5. Demonstrated ability to work effectively within a small team and work collaboratively toward common team goals both as part of the Administration Team and the wider MIFSA team.
6. The ability to take initiative and to work autonomously when required.
7. Highly developed ability to be flexible and adaptable in a dynamic setting.
8. Demonstrated ability to self-manage, organise and multi-task, and have excellent written communication skills.
9. Proven ability to effectively use various Microsoft Office applications, databases and computer systems and adapt to changes in technology and/or systems when they occur.
10. Experience in training and supervising volunteers, relief staff or trainee staff working in an Administration area.
11. Previous experience in cash handling and finance administration would be desirable.
12. A willingness to work across MIFSA sites on occasion.
13. A current Drivers Licence and suitable transportation.
14. A current National Police Certificate.