

<b>TEAM:</b>	<b>WARCA</b>
<b>LOCATION:</b>	<b>Perth</b>
<b>REPORTING LEADER:</b>	<i>WARCA Principal</i>

## ABOUT HELPINGMINDS

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HelpingMinds Limited is a long-established non-profit organisation that provides safe and high quality services in the community to support families, carers and people living with a mental health issue. We provide support and hope to live the best life possible.

Our Purpose is by providing hope, we support our clients, carers and families to live their best lives possible.

Our Mission is to support family recovery and make a positive difference in the community and mental health sector through advocacy, education and the delivery of quality support services.

**HelpingMinds promotes mental wellbeing by supporting individuals, families and friends to recovery.**

- We understand families are important to the person living with mental distress.
- We understand every family is different
- We understand the importance of listening
- We understand the importance of connections
- We help build skills and confidence
- We empower hope in you and your family through your recovery journey

As a values-led organisation all team members act in accordance with our values of Hope, Collaboration, Trust, Integrity and Respect. Each team member undertakes their role utilising their unique skills and abilities to contribute to our purpose and mission.

## PURPOSE OF THE ROLE

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Guided by our HelpingMinds purpose and values, this role is responsible for providing administrative support to the Recovery College. The role will undertake the day to day running of the Recovery College ensuring the college operates effectively and confidentiality.

## PRIMARY DUTIES AND RESPONSIBILITIES

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The primary duties and responsibilities of the WARCA Administrator role includes but is not limited to:

- Provide administrative support to the Western Australian Recovery College Alliance whilst assisting with day to day running of the College's library including course enrolments, sending out of pre-course information and dealing with queries both face-to-face and telephone
- Maintain accurate and up to date student information on CRM
- Meet and greet visitors with a friendly and supportive customer services approach
- Provide individuals with information relating to the service including available courses and support the individual through the booking process
- Maintain correspondence and co-ordinate meetings including agenda preparation and minute taking as required
- Be responsible for a broad range of administrative tasks including (but not limited to) incoming and outgoing mail, filing, stationery orders, organising necessary maintenance of facilities and data entry
- Support and oversee the computer usage
- Deal with sensitive issues in a professional manner whilst upholding confidentiality
- Co-ordinate communication to internal and external parties in
- Maintain records of team members sick leave, annual leave, study leave etc
- Assist with resources/information about community opportunities
- Undertake other duties as directed by the Principal and HelpingMinds Executive

## Governance, Safety and Quality Requirements

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In addition to your role specific responsibilities, HelpingMinds expects team members will:

- Perform other duties as requested or required and which are within the scope of their role and the capabilities of the employee.
- Be responsible for ensuring, as far as practicable, the provision of a safe working environment.
- Have an understanding and fulfils National Safety and Quality Standards requirements including but not limited to:
  - Participating in continuous safety and quality improvements actions, such as audit reviews and drills that result in improvements to patient care, team member knowledge or the consumers experience that align with actions describes within the standard.
  - Participating with the development, implementation, reporting and monitoring of HelpingMinds activities.
  - Ensuring records and statistics are kept in accordance with establish procedures.
  - Participating in annual performance development review.
- Perform duties and acts within the legal and financial constraints and boundaries of your role including but not limited to:
  - The Mental Health Legislation and Carers Recognition Act;
  - Commonwealth and State Funding Agreements;
  - Industrial Laws and Occupational Health and Safety Legislation;
  - The National Mental Health Standards 2010;
  - The National Standards for Disability Services;

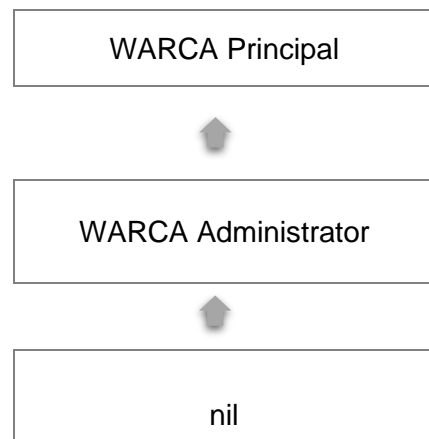
- The Australian Commission Safety and Quality Standards for Accreditation version 2;
- The HelpingMinds Staff Agreement 2016 as well as current organisational Policies and Procedures;
- HelpingMinds Code of Conduct, NDIS Code of Conduct and
- Work in accordance with your Employee Classification Definition according to the HelpingMinds Staff Agreement 2016.

## AUTHORITY AND SUPERVISORY REQUIREMENTS

This role may have duties under the purview of other management team members, however, will ultimately report to:

This position is:

Roles reporting to this position:



## POSITION STATUS, REMUNERATION AND BENEFITS

<b>Position type:</b>	Full-time
<b>FTE:</b>	1.0FTE (76 hours per fortnight)
<b>Position Classification:</b>	Salary level 2.4-3.1 depending on level of experience
<b>Wellness days:</b>	2 Wellness days per calendar year (more than 0.5 FTE) 1 Wellness day per calendar year (less than 0.5 FTE)
<b>District and Remote Allowances:</b>	Employees located in regional WA may be entitled to payment of District and Remote allowances.
<b>Salary Packaging</b>	Permanent employees salary packaging available up to \$15,900 <i>*HelpingMinds recommends employees seek independent advice prior to salary packaging**</i>

## ESSENTIAL MINIMUM SELECTION CRITERIA

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### QUALIFICATIONS AND LICENCES

- Certificate IV in Business Administration and/ or a relevant discipline;
- National Police Clearance (no older than 6 months); and
- Current drivers licence.

### EXPERIENCE, SKILLS AND KNOWLEDGE

- Demonstrated experience in administration support role including customer service responsibilities
- Working knowledge of computer programmes including databases and Microsoft office packages
- High level written and verbal communication skills.
- Strong organisational and time management skills;
- Ability to work independently, as well as with various internal and external stakeholders;
- Ability to solve problems and multi-task various priorities; and
- Ability to maintain confidentiality and exercise judgement and discretion.

## DESIRABLE SELECTION CRITERIA

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- Similar experience in mental health/carers not-for-profit organisation/s, government departments or corporations;

## EMPLOYEE DECLARATION

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I have read and understand the responsibilities and duties set out in this job description.

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Print name: \_\_\_\_\_

*HelpingMinds is an equal opportunity employer supporting diversity in the workplace. We are committed to creating and safe environment for all team members and clients. To view our diversity statement please visit the HelpingMinds website*

<https://helpingminds.org.au/diversity-statement/>

This document can be made available in alternative formats on request for a person with a disability.