

## ICT Equipment and Training Officer

<b>TEAM:</b>	ICT
<b>LOCATION:</b>	Perth
<b>REPORTING LEADER:</b>	<i>ICT Lead</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 challenge. 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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## ICT Equipment and Training Officer

### PRIMARY DUTIES AND RESPONSIBILITIES

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#### 1. ICT Equipment

- Coordinate the purchase of equipment as identified;
- Negotiate with suppliers in order to gain best procurement arrangements;
- Maintain equipment inventory and ensure equipment is available and ready for use as appropriate;
- Coordinate the set up of new equipment;
- Keep records of ICT equipment utilised by staff including issuing and returns;
- Manage the mobile telephone fleet;
- Operate within the role's organisational delegated authority.

#### 2. ICT Training

- Coordinate and deliver ICT inductions and training of users.
- Staff assistance and training with ICT systems generally;

#### 3. ICT Support

- Assist the IT Team in managing the ICT functions of HelpingMinds;
- Provide General User support and triage of issues;
- Liaise with staff and/or contractors involved in IT and communications;
- Assist with documentation for all user ICT systems;
- Assist with maintaining our VOIP phone system;

### 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:

## ICT Equipment and Training Officer

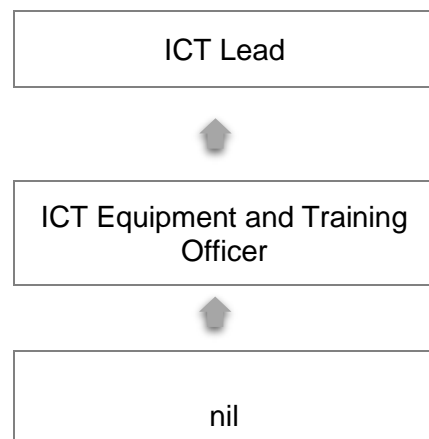
- The Mental Health Legislation and Carers Recognition Act;
- Commonwealth and State Funding Agreements;
- Industrial Laws and Occupational Health and Safety Legislation;
- The National Mental Health Standards 2010;
- The National Standards for Disability Services;
- The Australian Commission Safety 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 supported by this position:



## POSITION STATUS, REMUNERATION AND BENEFITS

<b>Position type:</b>	Full-time
<b>FTE:</b>	1.0 (76 hours per fortnight)
<b>Position Classification:</b>	Level 3
<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)

## ICT Equipment and Training Officer

<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 or diploma in Information Technology or a relevant discipline;
- Certificate IV in Training and Assessment
- Current drivers Licence;

### EXPERIENCE, SKILLS AND KNOWLEDGE

- Demonstrated IT systems management and support experience
- High level written and verbal communication skills.
- High level of general computer literacy;
- Strong organisational and time management skills;
- High level ICT usage skills to train and induct team members
- 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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- Experience with preparing and delivering ICT user training.
- Qualifications relevant to ICT support
- An understanding of Microsoft SQL and relational databases;

## OTHER

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- Appointment to any role within HelpingMinds is subject to a National Police Clearance. This must be dated no less than 3 months prior to appointment and supplied before commencement, or as soon as is reasonably practical upon commencement;
- Proof of eligibility to work in Australia will be required prior to commencement of employment.

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## 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/>*

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