

**JOB TITLE** Trainee Administrations Assistant

**DATE** 09/11/2020

**REPORTS TO** Plan Connect Manager

## JOB DESCRIPTION

**Purpose of role** To provide administration assistance to the Plan Connect team and support coordinators while completing a certificate in Business.

**Main duties and responsibilities**

Core objectives include:

- Perform a range of routine general office duties of a clerical support nature including, but not limited to,
  - a. Filing and the maintenance of existing records systems.
  - b. Telephonic duties including the accurate provision of information when required, scheduling of meeting and taking of messages.
- Accurate typing of documents as required by staff.
- Circulate information as requested by Manager.
- Preparation of reports as required.
- Participate in relevant meetings as required. Take notes / minutes and insert into appropriate format, circulate to relevant parties.
- Assist in the general reception duties as required.
- Assist in the research and booking of events and activities under the direction of staff.
- Assist in the Claiming of Funds through the NDIS portal
- Assist in the following up of outstanding invoices
- Assist in the Maintenance of the Client Management System
- Promotion and marketing of the abilities of people with disabilities and Encompass Community Services Inc
- Assist with tasks related to internal audits in relation to the Quality Framework for Disability Service Providers
- Complete traineeship learnings as required

The above list is not exhaustive and the role may change to meet the overall objectives of the company.

**Other duties** Fulfil other duties as required by management and other department personnel as requested/required.

## PERSON SPECIFICATION

**Qualifications**

- Willingness to participate in Certificate of Business

**Experience**

- Experience in an administration environment would be of advantage

**Knowledge**

- Basic computer knowledge
- Experience in the disability industry

## Skills & competencies

- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.
- **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.
- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Commerciality:** ability to apply knowledge in a practical, commercial manner.
- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Time management/organisation:** accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.

## Personal attributes

- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Confident manner.
- Positive approach to change.

## Other

- It is a requirement that all staff will operate within the Vision, Mission and Values of Encompass Community Services Inc.
- It is the responsibility of each individual to meet personal, divisional and organisational deadlines.
- It is a requirement for all staff to undertake their roles in accordance with the compliance guidelines of their division/program. And to actively participate in the maintenance of Encompass quality standards.
- It is the responsibility of all staff members to understand and implement Encompass Community Services Inc. current policies and procedures.
- It is expected of staff members that they create opportunities to connect clients of Encompass with the wider community in a setting which does not segregate. When planning programs ensure that opportunities are created for clients of Encompass to feel that they belong, be a valued participant and be missed if they are not there.
- It is the responsibility of staff members to report any incidents of exclusion to their direct manager, coordinator or supervisor
- It is the responsibility of all staff members to ensure the safety of children and to report all incidents of child abuse to Managers It is also the responsibility of all staff members to be familiar with the Child Safety Policy and Procedure.
- It is a requirement of the role to be available for weekend shifts
- Drivers Licence

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.