



VIVID

Position Description

TITLE: Administrative Assistant (Mallee)
REPORTS TO: Regional Manager (Mallee)
DIVISION: Vivid Living
TIME COMMITMENT: 40 hours per fortnight
DATED: 24 April 2021

POSITION SUMMARY

The Administrative Assistant (Mallee) is responsible for:

- Receptionist duties as required including front desk, answering telephone calls, processing of incoming and outgoing mail.
- Receipting payments, coordinating site petty cash and banking (as required).
- Coordinating the purchase of consumable and stationery items in accordance with Purchasing and Payment Authorisation procedures.
- Delivery of timely, efficient, effective and confidential administrative support for Mallee managers and staff.
- Maintaining current and accurate client Annual Information Forms and Medical Management Plans.
- Assisting with the preparation of NDIS reports and documentation required for planning meetings
- Coordination of repairs and maintenance, including Vivid fleet vehicles.
- Assisting with the maintenance of data integrity in SupportAbility.
- Liaising with the general public and service users.
- Maintaining a close professional liaison with the NDIA and Intereach.

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CORE RESPONSIBILITIES

Responsibilities	Performance Measures
1. Operations	
1.1 Administrative support	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Responsibility for delivering administrative support through the timely, efficient and effective performance of all administrative duties including supported employee timecards, ordering of consumables, customer invoicing and petty cash.
1.2 SupportAbility	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Ensuring that all shifts are signed off no later than completion of the shift. • Ensuring that Support Workers enter journal notes for each and every shift they work.
1.3 Documentation	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Responsibility for ensuring that all documentation is presented in a manner supporting and enhancing the professional image of Vivid. • Liaising with the Marketing & Communications Coordinator to ensure that all documentation is consistent with Vivid's Style Guide.
1.4 Activity resourcing	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Working with the Vivid Living team to ensure adequate resourcing of activities.
1.5 Building relationships	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Working to engage and assist people with a disability and their families/carers to access Vivid's NDIS services. • Maintaining a close working relationships with the NDIS and Intereach.

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Responsibilities	Performance Measures
1.6 Fleet Management	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Coordinating fleet repairs and maintenance requests and ensuring they are completed and actioned in a timely manner. • Responsibility for ensuring that Weekly Inspection checklists are completed on all vehicles at Mallee sites. • Assisting with the allocation of buses, and other vehicles, within programs. • Responsibility for 1.7 coordinating fleet booking requests. • Ensuring that all Mallee vehicles are serviced regularly and are road worthy at all times.
1.7 Meetings	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Attendance at Swan Hill staff meetings. • Responsibility for the preparation and issue of the agenda for staff meetings no later than two days prior to the meeting. • Responsibility for the preparation and issue (within five days of the meeting), of the minutes for staff meetings. • Responsibility for providing the Risk & Quality Coordinator with a copy of staff meeting minutes no later than five days following a meeting.
1.8 Administrative Support	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Providing administrative support to the Regional Manager (Mallee), Stream Leaders and Business Coordinators through the timely, efficient and effective performance of all administrative duties.
1.9 Other duties as directed	

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Responsibilities	Performance Measures
2. Finance	
2.1 SupportAbility	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Monitoring the data recorded by staff in SupportAbility to ensure that it is recorded accurately and in a timely manner which enables the automatic upload of billing to the NDIA portal.
2.2 Financial procedures	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Accurate and timely end of month banking processes for Mallee. • Complying with financial procedures including (but not limited to) purchasing and payment authorisations, petty cash, reporting and other accountability procedures.
2.3 Other duties as directed	
3. Customers	
3.1 Customer journey	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Actively collaborating with, and supporting, the Intake Team. • Assisting Stream Leaders to ensure that each client's Customer Journey is actively considered throughout their association with Vivid.
3.2 Strengthening relationships with Vivid's customers, clients, parents and carers	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Assisting Stream Leaders, Business Coordinators and Senior Managers to build, and maintain, strong relationships with customers, clients, parents, and carers. • Assisting with ensuring that the principles of Human Centred Design are embedded in all service delivery.

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3.3 NDIS Plan reviews and Services Agreements	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Assisting Senior Managers to ensure the timely preparation, and signing, of Service Agreements. • Ensuring clients' NDIS goals are current and updated in SupportAbility. • Assisting with the preparation of reports and documentation required for NDIS planning meetings.
3.4 Annual Information	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Assisting the Risk & Quality Coordinator to ensure that Client Annual Information forms are completed, checked and uploaded into SupportAbility in a timely manner.
3.5 Complaints and compliments	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Coordinating appropriate action in relation to any complaints and compliments including the timely referral of the complaint or compliment to the CEO. • Thorough and detailed documenting of all actions.
3.6 Responding to feedback and enquiries	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Responding to client, family/carer and staff enquiries feedback in a timely, efficient, empathetic and supportive manner. • Responding to staff enquiries in a timely, efficient and supportive manner.
3.7 Support Coordination	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Timely administrative support to Vivid's Support Coordinators, as required.
3.8 Other duties as required	

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4. People	
4.1 Support staff through the change processes associated with the move to the NDIS	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Assisting with staff engagement with SupportAbility and other software platforms. • Assisting with ensuring the quality of recording in SupportAbility is excellent and enhances outcomes with planning, NDIS Plan Reviews and audits.
4.2 Other duties as directed	

ADDITIONAL RESPONSIBILITIES

As directed by the Regional Manager (Mallee) or Executive Manager Commercial Operations.

ACCOUNTABILITIES

Refer to the Accountabilities published on Vivid's website.

ORGANISATIONAL RELATIONSHIPS

Reports to: Regional Manager (Mallee).

Supervises: Nil.

Internal liaisons: All Vivid staff and volunteers.

External liaisons: Vivid's clients, parents, carers and families; business operators and the broader community; other disability services providers; State and Federal Government departments and regulatory authorities.

ESSENTIAL ATTRIBUTES

Judgement and Decision Making

The position will require the use of initiative in developing approaches and resolving issues.

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Specialist Skills and Knowledge

A commitment to a person-centred approach to service delivery with the aim of improving the quality of life for people with a disability.

Understanding of the requirements of relevant legislation including the Victorian Charter of Human Rights and Responsibilities, the Privacy Act and the Occupational Health and Safety Act.

Management and Leadership Skills

The ability to effectively plan, organise and manage one's own time.

Demonstrated ability to be pro-active and show initiative.

Ability to communicate effectively, efficiently and openly.

Ability to manage and adapt to a range of challenging situations.

Well-developed computer skills with a preference for the ability to utilise all Microsoft Office programs.

Interpersonal Skills

Ability to establish rapport with other members of the Vivid team and contribute to the development of a pro-active visionary work culture in the organisation;

Highly developed written and oral communication skills.

Licences and registrations

A current NDIS Worker Screening Clearance and a current Working with Children's Check (if applicable).

A current Australian driver's licence.

Desirable

Experience in working with people with a disability.

A current unrestricted Australian Driver's licence.

Additional information

Vivid encourages staff to explore Salary Packaging benefits which allows employees to tailor their salaries to best suit their individual personal and financial needs.

Vivid recognises that everyone has different responsibilities and needs. The organisation aims, whenever practicable, to provide flexible working arrangements which balance an individual's requirements.