

# Position Description

<b>Position Title:</b>	Administration Officer
<b>Role Type:</b>	Fixed Term
<b>Award and Level:</b>	Social, Community, Home Care and Disability Services Award Level 2
<b>Background</b>	
<p>Palliative Care South Australia (PCSA) is a leading charity and independent peak body representing palliative care providers, consumers and their families and those with an interest in palliative care in South Australia. PCSA was established in 1983 and is a membership-based organisation, supporting the individuals, families, carer's, community members, as well as specialist and generalist health care professionals working with South Australians experiencing serious illness, dying, death and grief. Collectively, the PCSA membership body holds tremendous knowledge and wisdom about the challenges the sector faces and the opportunities those challenges can bring. PCSA is a founding member of <a href="#">Palliative Care Australia</a>.</p>	
<b>Position Summary</b>	
<p>This position is responsible for supporting administration across all of Palliative Care South Australia (PCSA).</p>	
<b>Main Tasks and Responsibilities</b>	
<ul style="list-style-type: none"><li>• Respond to phone and email enquiries, providing information or referring to the relevant area</li><li>• Provide general administrative support to PCSA Teams including mail management, data entry filing, postage, scanning, photocopying and coordinating travel bookings</li><li>• Provide administrative support for meetings and networks, including compilation of agendas, collation of information and preparing for meetings, calendar invitations and attendee liaison, membership tracking, minutes of meetings and sending reminders for action items</li><li>• Provide CEO diary management assistance</li><li>• Create basic administration reports using existing templates</li><li>• Contribute to the development, implementation and monitoring of office administration processes, work instructions and procedures</li><li>• Book, tidy and set up meetings and training rooms as required</li><li>• Coordinate the scheduling and venue/online booking for events and other activities including basic ticketing (Eventbrite) run sheets, liaise with facilitators, collate resource packs and enter evaluations</li><li>• Attend events as required, supporting to build PCSA awareness</li><li>• Support the general running of the office environment, e.g. recycling, ordering office consumables, printing supplies, kitchen supplies, orientate staff and volunteers to office environment</li><li>• Review and proofread documents to ensure consistency in tone, language, branding and grammar across PCSA</li><li>• Complete basic project and office audits as required</li><li>• Coordinate the CRM system, including data entry for relationship information and activities, as well as enquiries and action tracking</li><li>• Provide basic ICT support as required, liaising with external provider if necessary</li><li>• Other ad hoc support for the team as required</li></ul>	
<b>WHSE: Contribute to Positive Safety, Quality and Environment</b>	

# Position Description



- Promote a workplace that is free from bullying and harassment
- Comply with Equal Employment Opportunity and Discrimination legislation
- Take personal responsibility for complying with WHS policies and procedures
- Follow all reasonable work instructions, work procedures and practices to maintain the health and safety of yourself and others in the workplace
- Ensure safety and ergonomics of your work area
- Report any hazards or incidents as soon as practicable to CEO
- Keep the workplace free from harassment and discrimination

Notwithstanding the above, other duties as reasonably directed.

## Key Attributes

### Essential

- Minimum 2 years' experience in administration or reception
- Experience in maintain a customer relationships management (CRM) system i.e. Salesforce or similar
- High digital literacy skills, in particular email, Microsoft 365, Zoom, SurveyMonkey and Eventbrite
- High attention to detail, with high level of written and verbal communication skills, including the ability to edit and proofread documents, publications and communications
- Demonstrated strong customer service, interpersonal and communication skills
- Ability to maintain confidentiality of sensitive information
- Ability to maintain appropriate professional boundaries
- Sound time management, planning and organisational skills to meet the demand of a busy position
- Strong sense of initiative and an ethos of continuous improvement
- A shared passion and determination to play a key role in delivering the mission and vision of the organisation

### Desirable

- Strong understanding of the range of lived experiences of people with life limiting conditions and their carers/family and the capacity to inspire people to embrace person and family centered approaches to care
- Experience working in a charity or health related organisation
- Experience working with volunteers
- Experience with document control/quality systems

## Our Inclusivity Statement

Palliative Care South Australia values diversity and is committed to creating an inclusive work environment. Recruitment and selection decisions are based on merit and not affected by irrelevant personal characteristics. We encourage people who identify with any of the following groups to actively seek employment with Palliative Care South Australia: Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ); Aboriginal and Torres Strait Islander (First Nations); people from Culturally and Linguistically Diverse (CALD) backgrounds and people with disability.

## TERMS AND CONDITIONS OF EMPLOYMENT

Requirements:

For acceptance of this position the employee must hold a current:

- National Police Check
- Current driver's license
- Right to work in Australia.

Conditions

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- 6 month probation period
- Comply with organisational policies and standards of conduct
- Out of hours work may be required

EMPLOYEE ACKNOWLEDGEMENT			
Employee Full Name	Signature	Date	
Date Position Description (PD) Approved by CEO			18/11/2022