

Administration Officer

Rockhampton service area

Job Reference Number: RAD2018

Carers Queensland is a NDIS Partner delivering the NDIS in your community



Carers Queensland provides a range of support services to caring families and aims to improve the quality of life for all caring families throughout Queensland.

The person who is successful in this position needs to share the values and philosophies of Carers Queensland and fulfil all legal and statutory requirements associated with this role.

Administrative Officer	
Reports to	Team Leader LAC
Direct reports	Nil
Indirect reports	Nil
Hours of employment	Full time
Contract length	From commencement until 30 June 2020
Salary Award Level	\$51,699.29 per annum full time equivalent. Level CSW 2.1 of the Transitional Pay Equity Order (TPEO) dated 1 December 2012

1. About the National Disability Insurance Scheme's Local Area Coordination, Partners in the Community Program

The Local Area Coordination (LAC) component of the National Disability Insurance Scheme's (NDIS) Partners in the Community Program (PITC) will:

- Assist people with disability, their families and carers to build and pursue their goals for a good life; exercise choice and control and engage with the Scheme
- Ensure that people with disability can be supported outside the Scheme by working with communities and mainstream services to build awareness and to become more inclusive of the range of needs and aspirations of people with disability

This approach focuses on the natural authority of people with disabilities and their families and carers as well as the importance of accurate and timely information to enable people to have more choice and control in how they live their lives.

The roll out of the NDIS represents significant generational change, bringing opportunities for people with disabilities to direct and control decision within their own lives and participating fully within their communities.

2. About the Position

This position will provide reception, administration and scheduling support to the NDIS LAC PITC program team in the Rockhampton Service Area, and provide information and support to participants, families and carers, as their first point of contact with the organisation.

3. Main Activities

3.1 Administrative Support

- Provide a professional and welcoming reception service to all participants, carers, families and visitors
- Prepare meeting rooms, materials and equipment as required
- Organise venues and catering for meetings, training sessions & events as required

- Organise travel and accommodation for Area Manager, Team Leaders and other regional staff, as required
- Within delegation, order, receive and maintain adequate stationary & office supplies
- Maintain appropriate administrative records utilising the NDIS data system in a timely manner
- Use the NDIA IT System to record appointments, defined data fields, notes and actions to ensure the Scheme develops a comprehensive single electronic file for each participant
- Maintain appropriate administrative records as per the policies and procedures of Carers Queensland
- Ensure all data is entered and available for the relevant reporting period
- Respond to data requests from the Team Leader in a timely manner

3.2 Management Support

- Where requested, provide administrative support to the Senior Manager, NDIS LAC PITC, Area Manager, Team Leaders
- Where requested, coordinate and arrange internal & external reports processes
- Where requested arrange meetings/teleconferences and travel as required

3.3 Program Support

- Schedule participant contact and interviews
- Provide general information in response to participant enquiries, and or refer the person to the appropriate staff member for further assistance
- Build and maintain a current working knowledge of local community supports and services

3.4 Quality Assurance

- Participate in all NDIA required training
- Participate in quality audits to ensure the LAC program is operating within the Bilateral Agreement, NDIS Standard Operating Requirements, and Carers Queensland Standard Operating Procedures.

3.5 Risk Management

- Work within the Workplace Health & Safety accountabilities as part of the WHS Act 2011
- Identify, manage and report risks
- Meet all personal duty of care requirements
- Advise direct line supervisor of any emerging issues to proactively manage risk

3.6 Financial Management

- Ensure compliance with Carers Queensland Delegations of Authority policy

3.7 Customer Relationships

- Strive to create and maintain positive relationships with Participants, Carers and stakeholders
- Ensure customers are advised on feedback, compliments and complaints processes

3.8 Teamwork

- Actively contribute positively to the culture of Carers Queensland
- Participate in supervision and performance management process
- Undertake relevant training and development
- Participate in monitoring, evaluation and reflective practice activities