



WAAMH

Western Australian Association
for Mental Health

POSITION DESCRIPTION

Position	Administration Support Officer – IPS
Contract	Fixed Term Contract
Hours	0.8FTE / 30.4 hours per week
Location	Workzone, Level 1, 1 Nash Street, Perth, 6000
Reports to	IPS Program Manager
Approved	Chief Executive Officer
Date/Signed	October 2020

Job Purpose

The Administration Support Officer provides broad administration support for the IPS (Individual Placement & Support) team. Individual Placement and Support (IPS) is an internationally recognised evidence-based supported employment model requiring integration of employment and mental health services.

While providing direct administrative support for the IPS team, this role assists all areas of WAAMH with a consistent approach to CRM, document management, and general administrative support.

Key Responsibilities

The Administration Support Officer works both autonomously and in consultation with the IPS Program Manager, to deliver the following:

1. Meeting and Event support

- Co-ordinate IPS stakeholder meetings and events eg, outlook calendar support.
- Organise internal and external meeting venues (local and interstate)
- Preparation of meeting and event materials as needed for IPS and other teams.
- Provide staff support for IPS data recording and other stakeholders as required.
- Monitor IPS staff travel itineraries and support associated travel administration.
- Liaise with travel contractor as primary point of contact for WAAMH travel.

2. Data and Reporting

- Maintain efficient and effective document management system.
- Assist with documentation compliance including, brand, formatting and proof reading.
- Support the maintenance of IPS's data and CRM.
- Lead event booking for IPS and support other events as required.
- Maintain website accuracy for IPS.
- Assist with monitoring feedback including surveys and compliments / complaints.
- Produce IPS reports for the CEO, board and managers as required.



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3. Administration and General

- Participate in organisation wide activities including team meetings and events.
- Actively engage in professional and cultural development opportunities.
- Provide administration cover when necessary on reception: greeting visitors and responding to telephone, e-mail and face to face enquiries, and where appropriate transferring calls and message taking.
- Organising and distributing external mail-outs and co-ordination of electronic campaign senders for IPS, and other teams where necessary.
- Maintain and promote effective working relationships and a high standard of service on behalf of WAAMH.
- Understand and work in accordance with WAAMH's values and guiding principles
- Ad-hoc duties as required by the Corporate Services Team.

WAAMH Values

- **Respect** - Understanding mental health challenges are a normal part of the human condition; having compassion, valuing the dignity, unique qualities, knowledge and experience of each person.
- **Self-determination** - Upholding the dignity of choice, self-direction, hope for the future and control over our life and destiny.
- **Inclusion** - Fostering engagement, collaboration, and partnership; encouraging diversity and listening.
- **Integrity** - Acting with authenticity and curiosity; being prepared to question and critique, critically consider evidence; pursue excellence.
- **Courage** - Being persistent, tenacious, and steadfast in pursuing WAAMH's vision and values while acting with humility.

Selection Criteria

Essential

- Extensive knowledge of administrative & document management processes.
- Demonstrated experience in using MS Suite of software and SharePoint.
- Highly effective organisational skills with an ability to meet competing deadlines.
- Strong written and verbal communication skills.
- Ability to work autonomously and in a team, using own initiative.
- Experience working with confidential and sensitive information.
- Possession of a current National Police Certificate.

Desirable

- Experience with using CRM software.
- Experience in coordinating and administrating staff travel.
- Lived experience of mental health issues as a consumer, carer or family member.

Acceptance of Position Description

Signature of Staff Member

Date

Name of Staff Member