



## POSITION DESCRIPTION

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|--------------------|---|
| <b>Position</b>    | Administration Support Officer - NDIS         |
| <b>Contract</b>    | Fixed Term Contract                           |
| <b>Hours</b>       | 0.8 FTE 30.4 hours per week                   |
| <b>Location</b>    | Workzone, Level 1, 1 Nash Street, Perth, 6000 |
| <b>Reports to</b>  | NDIS Project Lead                             |
| <b>Approved</b>    | Chief Executive Officer                       |
| <b>Date/Signed</b> | July 2022                                     |

### Job Purpose

The Administration Support Officer – NDIS will provide timely and accurate administration support to the NDIS Team and other WAAMH teams as required. The position is responsible for ensuring that clear administrative processes are established and maintained such that negotiation, planning, logistics and review of WAAMH activities are undertaken professionally and effectively.

The NDIS Project aims to build the capacity of registered NDIS psychosocial service providers (providers) to operate in compliance with Commission requirements. The NDIS Project is expected to be completed by 31 December 2023.

### Key Responsibilities

The Administration Support Officer works both autonomously and in consultation with the team leader and Sector Development Manager, to deliver the following:

#### 1. Meeting and Event support

- Co-ordinate stakeholder meetings and events e.g., Outlook calendar support.
- Organise internal and external meeting venues (local and interstate)
- Set up Zoom events and provide tech support during these events
- Create listings in Arlo and manage registration process
- Preparation of meeting and event materials as needed.
- Room set up and catering arrangements for workshops as required.
- Organise and provide executive support to the NDIS Reference Group and other meetings as required including minute taking.
- Provide staff support for data recording and other stakeholders as required.
- Monitor staff travel itineraries and support associated travel administration.
- Liaise with travel contractor as a point of contact for NDIS travel.



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## 2. Data and Reporting

- Maintain efficient and effective document management systems.
- Assist with documentation compliance including, brand, formatting, and proof reading.
- Support the maintenance of WAAMHs data and CRM.
- Maintain NDIS social media platforms including NDIS specific LinkedIn account.
- Use the Care Hub to promote NDIS Project team events and share NDIS information
- Assist with monitoring feedback including surveys and compliments / complaints.
- Collate data and prepare draft reports for Project Officers to complete regarding events
- Contribute to reports for the CEO, board and managers as required.

## 3. Administration Support

- Provide professional reception services including responding to telephone calls & messages and greeting WAAMH visitors as required.
- Maintain the teams document management system and intranet sites within WAAMH's SharePoint.
- Provide efficient administrative services including filing, photocopying, collating, and binding as required.
- Support and engage with WAAMH Membership activities.
- Provide basic book-keeping support, including purchase orders in Xero
- Source suppliers and quotes as required
- Contribute to development, writing, formatting and review of WAAMH NDIS Workbooks and resources

## 4. General

- Participate in organisation wide activities including team meetings and events.
- Actively engage in professional and cultural development opportunities.
- 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.



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## 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.
- Experience in engagement with people from diverse cultural background and people with lived experience

## Acceptance of Position Description

\_\_\_\_\_  
Signature of Staff Member

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of Staff Member