



Position Description

Support Services Administration Officer

POSITION TITLE:	Support Services Administration Officer
LOCATION:	Split, 265 Canterbury Road, Canterbury, 16 Pilgrim Way, Ringwood
RESPONSIBLE TO:	Education and Client Support Team Leader
RESPONSIBLE FOR:	Nil Reports

ORGANISATIONAL CONTEXT

MND Victoria is dedicated to providing the best possible support for people living with motor neurone disease (MND). 'People living with MND' includes people who have been diagnosed, families, carers, former carers, friends, workmates, service providers and any other person whose life is, or has been, affected by MND.

MND Victoria was formed in 1981 by a group of volunteers with the strong involvement of people with MND, their families, health professionals and other concerned people to address the absence of a coordinated response to MND. It is a state-wide not-for-profit organisation, predominately self-funded situated in Canterbury and Ringwood in the eastern suburbs of Melbourne.

Services and supports for people living with MND or some other unrepresented neurological diseases, that cause disability, are delivered at no direct cost to the client. They are provided and coordinated through MND Victoria Support Services. Volunteers are a vital part of MND Victoria and work across most program areas.

Our Vision: "The best care until the world is free of MND"

Our Mission: To provide and promote the best possible care and support to people living with MND.

Our motto: Until there's a cure, there's care.

POSITION CONTEXT

The focus of all MND Victoria's activities is to:

- support people living with MND in their own community or residence of choice;
- ensure that the generic service systems of health, disability and aged care are able to meet the needs of people living with MND;
- ensure that no person with MND has a high level of unmet needs.

Support Services aim to act as an interface between people living with MND, the service system and service providers.

The four key Support Services are:



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1. **MND Advisor and Support Coordinator Service:** MND Advisors and Support Coordinators provide support to people living with MND to assist them to live as long as possible with the best quality of life possible.
2. **Education and Client Support Service:** The Education and Client Support service provides comprehensive information, peer support and educational support to people impacted by MND as well as being the first point of contact for new clients and processing new registrations.
3. **Equipment Service:** MND Victoria has an extensive range of assistive technology equipment, available for loan, at no direct cost to people with MND.
4. **Volunteer Engagement Team:** MND Victoria's work is supported by a network of volunteers. The dedicated assistance that volunteers provide underpins all MND Victoria's activities.

POSITION PURPOSE

The Support Services Administrative Officer will work collaboratively with MND Victoria's Support Services teams providing general administrative support to ensure the best possible care and support is delivered to people impacted by MND.

The Officer will be based in the Education and Client Support team but provide administrative support to the other Support Services areas. The split of time supporting each team will vary at times depending on the broader team's workloads and priorities, but will be approximately:

- Education & Client Support Team - one day per week
- Equipment Service - one day per week
- MND Advisor and Support Coordination Service and Volunteer team – one day per week.

KEY AREAS OF RESPONSIBILITY

1. **Undertake administration activities related to the 4 program areas including but not limited to:**
 - a. *Education and Client support*
 - Providing administrative support to assist intake functions
 - Client file document audit
 - Education and carer event administration as required.
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 - Supporting volunteer with set up of administrative tasks.
 - b. *Equipment Service*
 - Support team with administrative functions relating to equipment delivery, collection, repairs and the home modification program. This could include

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follow up with clients/carers by phone, text, email or letter regarding the status of the task

c. *Advisor and Support Coordination Team*

- Administration tasks relating to organising case conference schedules
- Updating the data base

d. *Volunteer Engagement Program*

- Monitoring, actioning and updating police check and NDIS Worker screening requirements for volunteers
- Administration tasks relating to volunteer hours, recognition and reimbursement
- Administration activities relating to volunteer events e.g., scheduling induction and training activities.

e. Provide routine reporting

f. Undertake other general administration tasks to support the Support Services program areas.

g. Processing invoices for Finance and Business Administration team to pay.

2. Contribute to the development of a team-focussed approach to the work of each department and the development of the organisation.

a. Actively contribute to regular team meetings and participate in the growth and development of the team.

b. Support fellow team members whilst respecting individuality.

c. Contribute to the continuous improvement of MND Victoria's client and management practices.

d. Become a competent user of the electronic client management system

e. Participate in regular supervision with direct line manager and to the annual performance management process, including the development of an individual training plan.

f. Participate in staff development opportunities

g. Engage in professional development to ensure skills and practice remain current

h. Adhere to MND Victoria's Code of Conduct, all policies and procedures and take responsibility for own actions.

i. Actively contribute to the development of a safe working environment according to established Occupational Health & Safety practices and procedures.

3. Undertake administrative tasks as required and relevant to the position.

a. Undertake accurate, timely and confidential recording of client and organisational information.

b. Enter documentation and support hours onto electronic client management system promptly and accurately.

c. Provide reports as requested by Line Manager.

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- d. Any other duties as requested by management and in line with the role

KEY SELECTION CRITERIA

Essential

1. Minimum 6 months experience working in an administrative role
2. Demonstrated experience working independently and as part of a team
3. Demonstrated negotiation and creative problem-solving skills
4. Demonstrated ability to manage competing work tasks and work effectively to deadlines
5. Demonstrated computer literacy and understanding of electronic databases
6. Confidence and experience in using virtual technology to engage with clients/supporters, team members and service providers
7. Demonstrated evidence of excellent attention to detail
8. A “can do approach” with a demonstrated client focus to all work activities
9. A demonstrated interest in working in an organisation that supports people with a progressive neurological condition, especially in learning about the impact of progressive neurological conditions on families and carers.
10. Demonstrated willingness and ability to be flexible and take on other duties relevant to a role that is new and developing.

Desirable

1. Certificate 3 or 4 in business administration or equivalent
2. Current Victorian Driver’s Licence

CONDITIONS OF EMPLOYMENT

- Hours of work as per the role advert and contract (0.6 EFT)
- Social, Community, Home Care and Disability Services Industry Award 2010, Level 2.
- Salary packaging available
- This position is subject to a 6-month probation period.
- Appointment to the position is subject to a satisfactory police check, NDIA worker check, and signing of the MND Victoria Code of Conduct, prior to commencement.
- As we work with a vulnerable population group, we expect staff to maintain all recommended vaccinations and to stay away from clients and the workplace when unwell.
- Smoking is not permitted on MND Victoria premises or in MND Victoria vehicles.



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- All staff will take responsibility for a safe and healthy work environment and have a commitment to equal employment opportunity and a workplace free from discrimination and harassment.