



POSITION DESCRIPTION

STARTTS is committed to Equal Employment Opportunity (EEO) and anti-discrimination policies.

POSITION NUMBER: 1102

Date reviewed/created: August 2024

POSITION TITLE: Casual Administration Officer

TEAM: Administrative Team

LOCATION: Sydney Metropolitan Area

AGREEMENT: "NSW (Non-Declared) Affiliated Health Organisations' Health Employees Agreement 2019".

CLASSIFICATION: Administrative Officer Level 2

A generous salary packaging scheme is also offered

VACCINATION REQUIREMENT: Category A

PERIOD OF APPRAISAL: Performance will be assessed within 3 months of commencement and a 6 month probationary/qualifying period will also apply.

Background to STARTTS

STARTTS is a state-wide service funded by the NSW Department of Health and Commonwealth Department of Health to provide high quality assessment, treatment and rehabilitation services to people living in NSW who have experienced organised violence or trauma associated with the refugee experience. STARTTS is an Affiliated Health Organisation (AHO), a Non-Government Organisation whose services are deemed to be part of the NSW public health system.

STARTTS' service provision philosophy is predicated on a bio-psycho-social framework that incorporates a large range of clinical and psycho-social interventions informed by the latest advances in neuroscience and evidence based practice in relevant fields. As such, STARTTS provides a broad range of services including assessment; counselling for all age groups; psychiatric assessment and interventions; family therapy; group interventions; body-focused interventions such as massage, physiotherapy, acupuncture and pain management groups; support groups; programs for children and youth; and various strategies to increase the capacity of support networks and refugee communities to sustain their members.

The focus of the STARTTS' approach is on building capacity and empowering people and communities to take control over their own lives, using a strengths-based approach and building on individual, family, community and cultural strengths.

Background to the Program Area of the Position

The administration for STARTTS consists of a large team of staff covering five main sites, Head Office at Carramar, branch offices at Auburn, Blacktown, Fairfield and Liverpool. Reception staff is the first point of contact for those clients coming face to face with the Agency and it is for this reason that the role is very important as this is the window to our practice. Reception staff also manages data entry and this too is an important function of the Service.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: Administrative Services Team Leader.
 2. Responsible for: *Nil*.
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ESSENTIAL REQUIREMENTS:

1. Effective oral, written and interpersonal communication skills demonstrating initiative when liaising with people in a range of situations and from various cultural backgrounds.
2. Demonstrated experience using computers and proficiency in the use of Microsoft Office.
3. Demonstrated experience within a busy Reception in a multicultural environment, managing conflicting priorities and efficient time management skills.
4. Experience in general administration support tasks and ability to train new administrative staff in administrative procedures and practices.
5. Well Developed skills in quality data entry and use of databases and Willingness to travel between STARTTS metropolitan offices.
6. Current NSW Driver's Licence.
7. Effective oral, written & interpersonal communication skills and proficiency in the use of Microsoft Office.
8. Ability to work independently and as part of a multidisciplinary team within a multicultural environment.

*This position is considered child-related employment and will require a Working with Children Check and a National Police Check.

VACCINATION REQUIREMENTS

***This role is a Category A role.** It is mandatory for **Category A** workers to meet and maintain the vaccination criteria (as per the current NSW Health and STARTTS policies).

Vaccination and/or assessment is required for **Category A** workers for the following transmissible diseases – measles, mumps, rubella, hepatitis B, varicella (chickenpox), diphtheria, tetanus, pertussis (whooping cough), influenza and tuberculosis.

COVID19 vaccination is strongly recommended, but not a requirement for employment.

If successful you must provide evidence of vaccination and/or assessment.

Should you not be able to comply with vaccination requirements before your commencement date, the offer of employment may be withdrawn.

If you have a medical reason for why you cannot be vaccinated, a medical contraindication evidence will be required.

BRIEF DESCRIPTION OF ROLE

The position of Casual Administration Officer may be required to relieve any of STARTTS Administrative staff when required and is responsible for the provision of efficient administrative services for STARTTS clients, visitors and other staff. Work in an environment with clients from a torture and trauma background, and the position has been assessed as 'low risk'.

PRIMARY OBJECTIVES:

1. Cover for staff absences in the Administration Support Team across the Metropolitan sites as arranged and required.
 2. Provide a friendly and efficient reception service over the counter and on the phone, providing clerical and typing support and general housekeeping duties.
 3. To contribute to the provision of high standard administrative services at STARTTS.
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PRIMARY DUTIES:

1. Administration/Reception Duties

- 1.1. Open up the Centre at 8.30am sharp, secure and close the Centre 5.00pm.
- 1.2. Answer telephones queries and direct inquiries as appropriate.
- 1.3. Attend to clients, visitors and staff at counter in a pleasant and friendly way.
- 1.4. Obtain client, visitor information as necessary and complete related paperwork if relevant.
- 1.5. Direct clients, visitors and staff to appropriate areas ensuring only those staff and clients have access to the premises.
- 1.6. Liaise with Interpreter services, psychiatrist, sessional staff and affiliates regarding room bookings.
- 1.7. Operate photocopier, scanner and fax as required and maintain paper levels as required.
- 1.8. Write, type, and distribute meeting minutes for Staff meetings and other meetings as required.
- 1.9. Assist in sorting, opening, registering and distributing of incoming and outgoing mail promptly.
- 1.10. Maintain STARTTS generic email inbox daily.
- 1.11. Contribute to the efficient administration and up-keep of the service including training in administrative duties for all new reception staff.
- 1.12. Relieve other clerical/administration staff at other STARTTS metropolitan offices as required.
- 1.13. Travel between STARTTS metropolitan offices when required.
- 1.14. Assist with distribution of 'Refugee Transitions' magazines.
- 1.15. Support Administration Support Team Leader as required.
- 1.16. Provide assistance to the executive secretary as required.

2. Data Entry

- 2.1. Electronic transcription of data which needs to be analysed in a qualitative manner. Sources of transcription include group evaluations, client histories, customer satisfaction surveys and other qualitative studies.
- 2.2. Accurate and timely entry of data as required. In particular, entry of Group Intake Data for CareHR and PAS.
- 2.3. Management of files in transit.
- 2.4. Follow up of professional staff re submission of files.

3. Personnel

- 3.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 3.2. Participate actively in the STARTTS Performance Management program and contribute to the development of an annual work plan that aligns with the organisation's Strategic Plan.
- 3.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 3.4. Participate in STARTTS staff meetings and other relevant meetings.
- 3.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 3.6. Participate in identifying quality improvement initiatives/strategies.
- 3.7. Attend and participate in all training opportunities identified for the role.
- 3.8. Liaise with and seek senior advice as required.

4. As a STARTTS employee you are expected to:

- Have commitment to Human Rights, EEO, WHS and Safe Work Practices.
 - Carry out the role and responsibilities in a manner that is consistent with delegations, policies, procedures and operations systems of STARTTS and in line with STARTTS Code of Conduct.
 - Maintain confidentiality and exercise discretion in relation to all STARTTS matters.
 - Actively seek to improve skills and knowledge that will benefit the organisation.
 - Project a professional image at all times and in all situations.
 - Undertake any other duties that may be required within the area of work.
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Equal Employment Opportunity and Staff Relationships:

- STARTTS is an Equal Employment Opportunity (EEO) employer and encompasses its philosophy and practice.
 - STARTTS rejects racism and sexism in all its forms and is committed to the elimination of racial and gender discrimination including direct and indirect racism and sexism, racial vilification, and harassment.
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STARTTS Workplace Policies

You must observe and comply with the provisions set out in any and all written policy, practice or procedure of STARTTS. A breach of STARTTS' policies, practices and procedures may result in disciplinary action up to and including termination of your employment.

Induction and Orientation:

- Participate in an Induction and Orientation program with STARTTS.
 - Obtain access to Trello and Organimi, which are tools STARTTS utilises for planning, coordination, and project management.
 - Provide a clear, passport-style photograph for your profiles on each platform to maintain a visible and identifiable contact within the organisation.
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Work Health & Safety Responsibilities:

- Comply with STARTTS WHS policies and procedures.
 - Work with due care and consideration to safeguard your own health and safety and the health and safety of others, and to report to your Supervisor any potential hazards, mishaps, incidents or injuries that may occur or become aware of during the course of work.
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Risk Management Responsibilities: All staff have a responsibility to identify any risks (i.e., the chance of something happening that will have an impact on the objectives of the organisation) in the course of their work and to inform their supervisor, as per the *STARTTS Risk Management Policy and Program*.

Smoke-free Workplace

STARTTS is completely smoke-free. This means that smoking is not allowed in any STARTTS' buildings, vehicles or grounds, there are no designated smoking areas. As an employee you are required to comply with the 'Non-smoking' Policy.

I have read the **Casual Administration Officer** Position Description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with STARTTS' policies and procedures and can be required to work in any location under the jurisdiction of STARTTS.

I also agree to strictly observe STARTTS' policy on confidentiality of client information or such other sensitive or confidential information that I may come across in the course of my employment.

Employee Name:

Please print

Employee Signature: _____ **Date:** _____

CHIEF EXECUTIVE OFFICER: Jorge Aroche

Signature: _____ **Date:** _____

The review for this Position Description is due: August 2026