



POSITION DESCRIPTION

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

POSITION NUMBER: 1102-1

Date reviewed/created: March 2025

POSITION TITLE: Casual Data Entry Administrative Officer

TEAM: Administrative Services Team

LOCATION: Sydney Metropolitan Area

AGREEMENT: "NSW (Non-Declared) Affiliated Health Organisations' Professional and Associated Staff Agreement 2022".

CLASSIFICATION: Administrative Officer Level 3.

A generous salary packaging scheme is also offered.

VACCINATION REQUIREMENT: Category B.

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

STARTTS' Data Entry Team is responsible for receiving and processing all STARTTS' client data. Consequently, all members of the Data Entry Team are required to provide a high level of service to internal stakeholders, manage a high volume of confidential client-related information, uphold strict confidentiality and do so with a strong attention to detail, in a timely manner.

ORGANISATIONAL RELATIONSHIPS:

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

ESSENTIAL REQUIREMENTS:

1. Demonstrated high level administrative skills and experience in computer/data entry with attention to detail and ability to analyse the accuracy and integrity of data.
2. Excellent organisational skills with proven ability to multi-task, prioritise and meet tight schedules.
3. Proven ability to work with limited direction and supervision within area of work.
4. Ability to work within a multicultural and multidisciplinary team environment with capacity to develop and maintain effective working relationships.
5. Excellent oral, written, and interpersonal communication skills and demonstrated capacity to maintain a high degree of confidentiality.
6. Demonstrated skills and experience in Microsoft Office and extensive knowledge of multiple databases and software packages (desirable experience with using Microsoft Teams and SharePoint).
7. Demonstrated ability to learn and adapt quickly to changes in processes.

Desirable Criteria:

1. Bilingual/Multilingual.
2. First Aid Certificate.

*This position is not considered child-related employment and will require a National Police Check.

VACCINATION REQUIREMENTS

***This role is a Category B role.** While it is strongly recommended that **Category B** workers be vaccinated for COVID-19, influenza, and other transmissible diseases, it is not mandatory to have these vaccinations.

Should you be unable to comply with the vaccination recommendations before your commencement date, it will not affect your offer of employment.

BRIEF DESCRIPTION OF ROLE

The Data Entry Administration Officer position will work within a team of data specialists to ensure timely and accurate entry of client data into STARTTS systems. Individual must uphold strict confidentiality and is responsible for meeting strict reporting deadlines.

PRIMARY OBJECTIVES:

1. Perform a broad range of data entry duties, including responding to queries, processing referrals, producing a number of accurate, data-based reports, demonstrating a high level of communication skills and knowledge of STARTTS medical records systems.
2. Analyse and enter in-coming data in its various forms and identify, report and correct any missing or erroneous information.
3. Support and maintain the accuracy of information retained in databases used at STARTTS.
4. Contribute to a high standard of service at STARTTS, providing friendly and efficient assistance and support as required.
5. Contribute to the efficient support and up-keep of client medical records.
6. Coordination and liaising with stakeholders to timely client information records for input.
7. Participation in relevant quality improvement activities

PRIMARY DUTIES:

1. Data Entry Activities

- 1.1. Undertake activities related to the STARTTS Health Information Systems, including data entry, running reports, and providing training to other administrative staff in use of data bases when required.
- 1.2. Assist in providing support for project and research activities, reports and statistics as required.
- 1.3. Report any issues relating to the data entry process promptly to their Senior and/or Team Leader.
- 1.4. Participate in relevant quality improvement activities as required.
- 1.5. Provide training to new employees in data base entry when required.
- 1.6. Use Translating/Interpreting Services when needed to contact clients if necessary to confirm personal information.
- 1.7. Ability to have regular contact with internal and external services, in regards to invoicing and summary of treatment follow up.
- 1.8. Enter retrospective and client-related data into the STARTTS database with a high degree of accuracy and in a timely manner.
- 1.9. Assist other staff to resolve issues relating to data-integrity as required.

2. General Administration Duties

- 2.1. Other decision making in day-to-day operational matters regarding data entry and administrative tasks.
- 2.2. Able to work independently in performing routine data entry and administrative tasks and ability to work as part of team.
- 2.3. Participate in initiatives regarding quality improvement, and Work Health and Safety.
- 2.4. Provide a range of data entry and administrative support services, selecting the most appropriate method and sequence to ensure delivery of efficient and effective client focused services.
- 2.5. Respond to enquiries providing information and referring as required.
- 2.6. Maintain records and create, store, update and retrieve information ensuring the accurate, confidential, and safe storage of information.
- 2.7. Assisting Senior Officers with more complex tasks or projects where required.
- 2.8. Communicate and liaise with internal and external stakeholders to ensure the provision of quality support services.

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.

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.

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.

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.

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 Data Entry Administrative 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: March 2027