

POSITION DESCRIPTION:

Position title:	Direct Support Administration Officer
Status:	Full Time
Location:	Bendigo
Classification level:	SACS Level 3
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Reporting to:	Intake Team Leader
Date Approved:	April 2026

WORKING ENVIRONMENT**Code of Conduct**

All employees must abide by the Organisational Code of Conduct.

Occupational Health and Safety:

As an employee, you must be aware of and comply with requirements of the relevant Workplace Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the Organisations occupational health and safety policies and procedures.

Performance Review:

A Performance Review will be conducted using the Organisations Performance Management Process.

POSITION SUMMARY

The Direct Support Administration Officer provides administrative and compliance support to the organisation. The role focuses on assisting key departments and teams, acting as a secretariat for meetings and ensuring data is entered accurately and efficiently.

The position also includes reception duties, ensuring excellent front-line customer service and administrative support for the Intake Team and Direct Support Services.

POSITION OBJECTIVES

- To ensure effective administrative and compliance support to teams within the organisation.
- To act as a liaison between departments for seamless operations and data management.
- To contribute to improving participant and family engagement through compliance support and excellent communication.
- To provide reliable administrative support for internal meetings and assist in service quality.

LEVEL OF RESPONSIBILITY

The performance of this position is subject to general direction by the immediate supervisor of the relevant program in which the employee is working. The employee is required to undertake a range of activities requiring the exercising of initiative in the application of established work procedures and may require the employee to establish goals/objectives and outcomes for their own particular work program or project.

SUPERVISION

An employee at this level works under general direction, operates within established routines, methods, standards and procedures and is expected to exercise initiative in the application of established work procedures and is responsible for managing time, planning and organising their own work.

An employee at this level may be required to supervise lower classified employees or volunteers in their day-to-day work.

KEY TASKS AND DUTIES *(including Key Performance Indicators)*

1. Administrative Assistance
 - Provide data entry support for the Intake and Direct Support Teams.
 - Maintain accurate records in line with legislative, compliance and privacy requirements.
2. Reception Duties
 - Manage front-desk operations and ensure professional, friendly interactions with participants, families, and visitors.
 - Respond to inquiries and provide general information about the organization.
3. Compliance Support
 - Assist in conducting internal compliance checks to ensure adherence to organizational standards and external regulations.
4. Secretariat Role
 - Prepare agendas, minutes, and follow-up action items for internal and external meetings as directed.
 - Maintain clear and accurate meeting documentation.
5. Collaborative Support
 - Work closely with the Intake Team to facilitate participant onboarding processes.
 - Assist the Direct Support Team with administrative tasks, including but not limited to filing and document management.
6. General Office Support
 - Provide additional administrative assistance to the Direct Support Services team.
 - Perform other duties as required.

Key Performance Indicators

- Refer to HR004-03 Key Performance Indicators

QUALIFICATIONS

Essential

- Proven experience in administrative support roles.
- Strong computer literacy, including proficiency in Microsoft Office Suite.
- Excellent verbal and written communication skills.
- Strong organisational skills and attention to detail.

Desirable

- Previous experience in a community or disability services environment.
- Knowledge of the NDIS and associated compliance requirements.

OTHER REQUIREMENTS

- Proof of Eligibility to work in Australia
- NDIS Worker Screening Clearance
- Working with Children Clearance
- NDIS Worker Orientation Module Certificate
- COVID-19 Vaccination Certificate

SELECTION CRITERIA

1. Demonstrated ability to manage competing priorities in a fast-paced environment.
2. Strong interpersonal skills, with the ability to liaise effectively with diverse teams.
3. Experience in administrative roles requiring accuracy and confidentiality.
4. Familiarity with compliance and quality assurance processes.
5. Ability to work both independently and collaboratively.

SIGNATURES

Signed for and on behalf of the Organisation:

Name: _____ Signature: _____

Position: _____ Date: _____

The Employee:

I acknowledge that my duties and responsibilities are as outlined in this position description. I further acknowledge that my duties may be varied from time to time.

Name: _____ Signature: _____

Position: _____ Date: _____