

POSITION DESCRIPTION

JOB TITLE	Administration Coordinator
Type of Employment	Permanent full time 1.0FTE
Classification	Social, Community Services, Home Care and Disability Services (SCHADS) Industry Award Social and Community Services Employees - Level 3.1
Reports To	Team Leader - Support Programs
Direct Reports	Volunteers as required
Location	Banyo

Primary Purpose of the Position

The role is to provide administrative and operations support to enable Mummy's Wish to efficiently and effectively deliver our support programs. We are a small team and this role is critical to support the smooth, successful day to day operations of our support programs and office.

Externally, the role will require liaison and communications with clients, referrers and external suppliers.

Key Accountabilities

- First point of contact for our clients, referrers and service providers
- Directing and responding to all organisation enquiries - manage the general MW email account
- Process referrals and other client related paperwork; liaising with clients or referrers to obtain correct referral information
- Source, coordinate and deliver practical support and care packages for our clients, as directed by Support Coordinators
- Establish and maintain relationships with external service providers
- Support the MW Accounts Officer with keeping accurate records of all invoices and receipts
- Data entry to ensure records are maintained accurately - high level attention to detail is a must
- Provide administrative support to the Support Programs Team, including correspondence management, diary management, facilitating meetings and minute taking
- Contribute to the development, implementation and monitoring of administration systems and procedures to help deliver our programs efficiently and effectively
- Coordinate and supervise office volunteers
- Inventory purchasing and management
- Manage the general running of the office environment
- Undertake other duties as required, commensurate with existing skills, knowledge and experience
- Support Mummy's Wish fundraising activities and events as required

Key Relationships

- Internal: Support Coordinators and Program Development, Office Volunteers and Accounts Officer
- External: clients, health care referrers, service providers

Selection Criteria

Qualifications and Experience - Essential

- Certificate in Business Administration or demonstrated relevant experience (at least 3 years experience)
- Excellent communication and customer service skills with the demonstrated ability to apply initiative and problem solve
- Demonstrated strong customer service, interpersonal and communication skills and ability to establish effective working relationships
- Strong organisational and coordination skills
- Flexibility and the ability to efficiently and effectively manage multiple priorities
- A collaborative and positive working style - a problem solver
- Possess a friendly, approachable, empathetic and helpful manner
- Have a high attention to detail, problem solving skills and initiative
- A willingness to assist in ad hoc projects, as required from time to time
- A current QLD driver's licence or equivalent
- Willingness to undergo a police check

Qualifications and Experience - Desirable

- Basic understanding of the health and community service sector is desirable but not essential
- Experience and proficiency in using current office software and technology - CRM databases, Zoom, Google Apps, Asana, Microsoft Office Suite (Excel and Word), Canva
- Experience with financial systems and procedures, including accounts payable

Values

Ability to demonstrate, understanding and apply our workplace values:

- Empathy and Support
- Connection and Community
- Trust, integrity and accountability
- Excellence and continuous improvement