

**POSITION DESCRIPTION:
SENIOR ADMINISTRATOR – CLINICAL TEAM**

PURPOSE OF THE POSITION

The *Senior Administrator – Clinical Team* is responsible for providing high level specialist administrative support within the Clinical team, while ensuring there is a consistency in systems and process which comply with organisational policy and procedures.

POSITION RELATIONSHIPS

Team: Counselling

Position Reporting To: Director, Counselling Services

Positions Reporting to this Position: Nil

ORGANISATIONAL CONTEXT

Rape & Domestic Violence Services Australia is committed to upholding the rights of all women to live in a socially just and equitable society and the right of all people to live free of violence. The organisation provides services nationally and internationally in the area of sexual assault, domestic and family violence.

The organisation works with all stakeholders and in accordance with its vision, mission, principles and goals.

KEY ACCOUNTABILITIES AND WORK PERFORMED

- Provide high-level specialist administrative support within the clinical team, in accordance with organisational policies and procedures, working with all organisational functions, which may include:
 - Providing administrative support at an executive level, including support to the Director, Counselling Services
 - Produce professional documents for the team
 - Prepare minutes and agendas for meetings
 - Diary and email management
 - Manage and maintain shared calendars within the team
 - Manage client waitlists and registrations
 - Manage group professional development for the team in consultation with Human Resources
 - Collate overtime records and additional expenditure for the team
 - Manage clinical databases e.g. vicarious trauma, supervision and psychometrics trackers
 - Policy, compliance and quality assurance support work.
 - WHS responsibilities and actions

- Other administrative duties, as required.
- Be informed of current legislation, research, trends in women's health and consultative policy and procedure development.
- Maintain an awareness of current issues in relation to sexual violence, Women's rights as human rights, other gender issues and issues that affect marginalised groups and communities.
- Ensure that work is carried out with a high standard of professionalism, efficiency, effectiveness, and accuracy; that timeframes are met; and that data integrity and security are maintained at all times.
- Comply with the Organisation's performance appraisal policy and procedure and participate in any ensuing professional development.
- Comply with information collection, quality improvement, risk management procedures, record keeping and administrative practices of the organisation.
- Ensure all documentation is concise, legible, secure and available to colleagues as appropriate within the organisation.
- Abide by workplace practices.
- Comply with the Confidentiality Policy and Copyright Agreement.
- Ensure work practices are ethical and comply with the Rape & Domestic Violence Services Australia Code of Ethics and the code of the Australian Psychological Society, the Australian Association of Social Workers and the Counsellors and Psychotherapists Association.

MAJOR CHALLENGES OR CONSTRAINTS

The major challenge for the *Senior Administrator – Clinical Team* is in meeting the goals and deadlines for an organisational function, while balancing workload and competing priorities.

DECISION MAKING

The *Senior Administrator – Clinical Team* makes routine and procedural decisions regarding administrative activities within the parameters of the organisation's policy and procedures.

INTERACTION AND COMMUNICATION

The *Senior Administrator – Clinical Team* works closely with the Director, Counselling Services in ensuring team and organisational objectives are met, and in doing so requires well-developed communication and interpersonal skills, with an ability to negotiate.

WORKPLACE ATTITUDE

The *Senior Administrator – Clinical Team* will demonstrate the following positive workplace attitudes:

- a constructive and pro-active approach to work practices and tasks,
- refusal to participate in conversations that undermine the organisation or individuals within the organisation,
- embracement of workplace diversity and difference,
- willingness to learn,
- commitment to upholding the rights of others,
- recognition of shared responsibilities,
- using reflective practices, and taking personal responsibility for contributing to workplace problem-solving,
- understanding that each worker is a part of the whole and that all positions and roles contribute equal value to the organisation's overall aim of providing high quality service provision,
- not engaging in social media in a way that may be detrimental to the organisation,
- not using private communication medium e.g. mobile phone, to the detriment of the organisation.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Essential

- Supportive of the feminist context and principles of Rape & Domestic Violence Services Australia
- Demonstrated:
 - excellent organisational and administrative skills,
 - ability to meet conflicting deadlines,
 - ability to work independently and as part of a team,
 - high level of accuracy and attention to detail in all aspects of the work,
 - well developed communication and interpersonal skills,
 - ability to negotiate situations to a successful outcome,
 - ability to work with confidential and sensitive information,
 - high-level computer literacy including Microsoft Office suite,
 - experience providing administrative support at an executive level,
 - good knowledge of and experience working with policy, compliance and quality assurance systems, and
 - high-level minute taking skills.
- Relevant qualifications or demonstrated experience.

Desirable

- Understanding of the causes and consequences of sexual assault, family and domestic violence.
- Tertiary qualifications in a relevant discipline.

Sighted and agreed to by *Senior Administrator – Clinical Team*

Name:

Signature:

Date:

DD/MM/YYYY

Current as at:	June 2020
Review due:	June 2022
Consultation by:	Senior Administrator, Director, Counselling Services
Approval by:	Executive Officer