

Position Description

Operational Support Officer

Section A: Position Details

Position title:	Operational Support Officer
Employment Status:	Part Time (0.6FTE) – 3 days per week
Classification and Salary:	CSS Level 2 \$57,960 – \$63,239 per annum (pro rata) dependent on skills and experience
Location:	Neami Hurstville – The Way Back Support Service
Hours:	Between Monday and Friday
Contract details:	Maximum Term Contract until 30 June 2022

Organisational Context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and psychiatric disability to improve their health, live independently and pursue a life based on their own strengths, values and goals.

We provide services in more than 50 locations, ranging from the inner-city and suburbs to regional and remote parts of Australia.

Our vision is for full citizenship for all people living with a mental illness in Australian society. Our mission is to improve mental health and wellbeing in local communities across the country.

We believe that recovery is an individual process and that with the right kind of support everyone can live a life based on their own strengths, values and goals for the future.

We use an approach called the Collaborative Recovery Model (CRM) to support people through our services. The CRM assists individuals to identify their personal strengths and values, to set goals and then helps them make progress towards achieving them.

As an organisation based strongly on our mission, vision and values, Neami is committed to demonstrating the highest standards of safety and quality across all of our services. Neami views quality, safety and clinical governance activities as key components of the role and responsibilities of all staff and an essential process in the provision of safe and high quality support services to consumers.

We acknowledge Aboriginal and/or Torres Strait Islander peoples and communities as the Traditional Custodians of the land we work on and pay our respects to Elders past, present and emerging. We recognise that their sovereignty was never ceded. Neami National is committed to cultivating inclusive environments for staff, consumers and carers. We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities. We are an environmentally conscious organisation.

We are a smoke free organisation.

Position Overview

The Operational Support Officer will provide a range of administrative functions to support the provision of service delivery by The Way Back Support Service team in Neami Hurstville, together with, accurate data collection, and a focus on flexible and responsive customer service and business operations functions.

Period of Employment

Maximum Term Contract until 30 June 2022, subject to a 6-month probationary period (where applicable).

Accountability

The Operational Support Officer is accountable to the Service Manager.

Conditions of Employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – Corporate Support Services Level 2 from \$57,960 – \$63,239 per annum (pro rata) depending on experience.

A number of benefits are available to staff, including generous salary packaging with rewarding NFP fringe benefit tax exemptions.

Core requirements prior to any offer, or commencement of employment:

- Criminal record checks are mandatory for all new appointments. Neami National will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant.
- Working with Children check required before commencement of work (employee responsibility).
- You must maintain a right to work in Australia, in the position and location of employment during your employment with Neami. You must comply with all terms of any such grant of a right to work in Australia

Section B: Key Responsibilities

Carry out Daily Operational Support Tasks

- Provides clerical and administrative support to The Way Back team, such as booking and organizing meetings and appointments; attending team meetings; writing and distributing minutes as required.
- Action incoming referrals in accordance with procedure as determined by Service Manager, including recording on database and establishing files on client management systems
- Supports the collection of key data collection activities, such as The Way Back Minimum Data Set
- Keeps electronic client information records updated and ensures an accurate record of activities are maintained
- Conducts file maintenance and reviews in accordance with service requirements and escalates any identified issues in a timely way to the Service Manager.
- Ordering stationery and office supplies
- Petty cash administration and reconciliation
- Processing invoices

- Coordinating site maintenance
- Maintaining filing and archiving systems
- Coordinating meeting room, venue and catering bookings
- Orienting new site staff to administrative systems
- Providing basic IT help desk support for service site colleagues
- Additional duties as required, depending on site needs – examples might include vehicle maintenance coordination and compiling information for reports to funders

Participate Fully as a Team Member

- Actively participate in reflective practice through team meetings, decision-making processes, supervision and staff development activities
- Support Neami National efforts in reducing our impact on the environment and work towards a sustainable future
- Participating in regular reflection forums with other Operational Support Officers, to foster peer support and learning, identify emerging issues for consideration at either a state or organisational level and celebrate operational support success stories.

Section C: Selection Criteria

Creating Diverse Staff Teams

The values, skills, attributes and commitment of our staff are key to our success and reputation as a national mental health service that provides high quality support services to people living with a mental illness.

We are strongly committed to further developing and diversifying our work force as part of our strategic directions.

We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, and those with lived experiences of mental illness and recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

The following competency criteria will inform our selection decision:

Adhering to Principles and Values

- Demonstrates integrity and credibility, and fosters open honest communication
- Demonstrates commitment to the organisation and its values
- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope

Working with People, Building Relationships

- Adapts to the team and contributes to a positive team dynamic
- Clearly and effectively conveys information verbally to staff and guests

- Adapts communication style to meet the needs of others and takes responsibility for understanding what others are saying
- Relates to people in an open, friendly and professional manner, demonstrating courtesy, tact and empathy
- Shows respect and sensitivity towards diversity
- Clearly conveys organisational knowledge, providing others with clear direction
- Establishes professional respectful relationships that have clear boundaries with staff and other services
- Speaks clearly and fluently and writes succinctly in a well-structured and logical way

Planning, Organising and Analysing

- Follows procedures and policies, demonstrating an understanding of the broader organisational context
- Applies knowledge of practices, policies and processes to ensure effective and efficient administrative processes
- Structures and organises administrative tasks to ensure the effective and efficient operation of the office
- Understands newly presented information and is proactive about learning tasks
- Manages time and prioritises tasks effectively to meet deadlines
- Takes initiative, acts with confidence and works under own direction
- Plans activities and projects well in advance and takes account of possible changing circumstances
- Demonstrates the ability to work effectively while managing a range of tasks
- Probes for further information for a greater understanding of a problem and produces workable solutions to a range of problems
- Has an eye for detail and completes tasks accurately and efficiently

Adapting and Responding to Change and Coping with Challenges

- Adapts to changing circumstances and responds to the reactions and feedback of others
- Accepts feedback, reflects, learns and makes changes
- Maintains a hopeful and positive outlook during challenging times at work
- Self regulates emotions and reactions to enable the display of a calm demeanor in any working environment.

In addition, you will need:

- Certificate IV in Business Administration or demonstrated in experience in a similar position
- Experience working in a mental health or social services setting is desirable
- Advanced abilities with Microsoft Excel
- Sound knowledge of the Microsoft Office Suite (including email and internet)
- Current Australian driver's licence