**SELECTION CRITERIA**

**ADMINISTRATION AND INTAKE WORKER**

**It is Imperative that EACH of the Selection Criteria is addressed**

***Values***

* An unswerving commitment to a vision for people with disability that they achieve valued inclusive lives within their communities
* Commitment to SUFY’s principles, including the principle of independent advocacy

***Communication skills***

* High level verbal communication skills including the ability to communicate with people with disability who may face communication challenges.
* Good written communication skills including proof reading and editing skills.
* Capacity to contribute to the creation of an open, collaborative team environment that values and celebrates diversity, especially the full inclusion of people with disability.

***Administration skills***

* Mastery of key IT systems including Office 365 and the ability to rapidly become proficient at new applications and systems.
* Ability to efficiently and accurately manage data and record-keeping systems and to collate and present data for a variety of purposes.
* Capacity to manage the operations of a modern office environment including maintenance of phone, IT and other systems.

***Time and Workload Management***

* Ability to be self-managing within an overall framework of supervision and oversight.
* Good time management and ability to prioritise tasks in a busy environment with multiple demands.

***Client Service Skills***

* Ability to relate to clients of the service and help clients to feel welcome and valued when they approach the service.
* Capacity to apply basic criteria to a client’s circumstances and assess eligibility, and to communicate decisions clearly including compassionate communication of messages that may be unwelcome.
* Ability to provide clear and relevant information in a way that the client can understand and use.

***Criminal History Checks***

The Disability Services Act 2006 requires criminal history screening for all people engaged by a funded non‐government service provider.  All staff are required to obtain a Working with Children Check (“Blue Card”) and Disability Worker Screening Clearance ("Yellow Card") prior to commencing employment.  Ongoing employment is dependent upon the person’s ability to renew the Blue Card and the Yellow Card.