

Position Description

Position Title	Operational Support Officer- Partners in Wellbeing
Reporting To	Service Manager – Partners in Wellbeing
Employment Status	Full time, Maximum term contract
Classification	Consumer Service Delivery Level 2
Team/Service	Partners In Wellbeing
Direct Reports	Partners in Wellbeing & Partners in Wellbeing Small Business
Date	November 2021

PROGRAM OVERVIEW

The DHHS is funding the Partners In Wellbeing COVID 19 Mental Health and Wellbeing service commencing June 2020 and concluding June 30, 2022.

The Partners in Wellbeing service is as follows:

The project is a time limited initiative which will assist people experiencing psychosocial distress and mental ill health due to the COVID-19 physical distancing and isolation measures, including those who are required to self-isolate for whatever reason. This includes people with lived experience of mental illness, as well as those experiencing poor psychosocial health for the first time due to the impacts of COVID-19. The initiative will also support carers in the context of their own psychosocial health and the caring role, acknowledging the negative and fatiguing impacts of COVID-19 on carers wellbeing and resilience.

The Partners in Wellbeing supports will be targeted to people:

- who do not currently receive state, Commonwealth or NDIS funded psychosocial supports and require wellbeing checks and support.
- Priority will be given people at high risk of relapse in their mental health condition or psychological state to prevent avoidable relapse, ED presentations and hospital admission and/or risk of self-harm or suicide.

POSITION OVERVIEW

The Operational Support Officer contributes to the delivery of high quality services to participants by ensuring that staff within the Partners in Wellbeing Project receive administrative support that is flexible and responsive to their needs.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Carry out daily operational support tasks

- Coordinating travel arrangements
- Ordering stationery and office supplies
- Petty cash administration and reconciliation
- Processing invoices
- Consumer database data entry
- Coordinating site maintenance
- Maintaining filing and archiving systems
- Coordinating meeting room, venue and catering bookings
- Assisting operational support audit and compliance processes
- Orienting new site staff to administrative systems
- Performing reception duties
- 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 funder

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.

ORGANISATIONAL ACCOUNTABILITIES

- Act at all times in accordance with the Neami National code of conduct
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes
- Uphold ethical behaviour, consistent with the values of honesty, fairness, responsibility and hope
- Demonstrates integrity, credibility and foster open communication
- Positively listens and consults with others to proactively address conflict

- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values
- Actively engage in Professional Development opportunities and embrace learning opportunities
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- Sound knowledge of the Microsoft Office Suite (including email and internet) and proven experience working in a computerised environment.
- Current Australian driver's license
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it
- Proven ability to work autonomously with minimal supervision and to prioritise multiple tasks to meet conflicting deadlines.
- Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations in a diplomatic manner
- Ability to work productively in a fast paced, changing and agile environment
- Ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Ability to adapt communication style to meet the needs of a diverse range of people, and identifies changing needs within a group

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

I have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.