

POSITION DESCRIPTION

Position title: Administrative Officer
Time fraction: 0.8 to 0.1 FTE
Salary Range: \$70,000 (fulltime)
Start Date: February 2022
Duration: 12 months fixed term contract
Reports to: Team Leader, Operations
Key Reports: None
Location: Tandem Office, Abbotsford or other location as required

1. ABOUT TANDEM

Who we are:

Tandem was established in 1994 and is proud to be the trusted voice of family and friends in mental health in Victoria.

As the Victorian peak body with a sole focus on the needs and interests of mental health carers, Tandem's role is to provide leadership, coordination and knowledge for the organisations and individuals who are working to improve outcomes for Victorian people living with mental health issues, their family, and friends.

Tandem is committed to ensuring that the importance of the contribution, expertise, experiences and needs of family, friends and supporters/carers is recognised and addressed, and that they will be essential partners in recovery, service governance and delivery, planning, research, and evaluation.

Royal Commission into Victoria's Mental Health System

The Royal Commission into Victoria's Mental Health System (the Commission) recognised that caring for someone with a mental illness can be a lifelong commitment and that families, friends and supporters may have different needs and support requirements across their lifespan and as their caring role and responsibilities change. In recognition of this the Commission recommended the establishment of eight family carer-led centres across Victoria.

The state government has funded Tandem to take a leadership role in the co-production of the family carer-led centres which we envisage will be open and operational in October 2022. A project team has been established to pilot this important work and a strong administrative officer will be central to the successful delivery of this ambitious project.

What we do

- We advocate for family and friend involvement in planning and care, participation in system change and support.
- We promote and support the development of the Mental Health Carer Workforce and leadership.
- We inform and empower family and friends to access the National Disability Insurance Scheme (NDIS).
- We promote and collaborate on the delivery of training on family inclusive practice for mental health professionals.

- We provide information, education, and training to family and friends supporting people with mental health issues.
- We support and advocate for the diverse needs of family, friends and other supporters of people living with mental health issues.
- We collaborate on research and policy development on matters in relevant areas.
- We raise community awareness about the important role of family and friends in mental health recovery.
- We administer the Carer Support Fund, which provides financial assistance to carers of people registered with Area Mental Health Services in Victoria.
- Tandem's members include family and friends (carers and former carers), organisations providing mental health services, regional carer networks and support groups.

2. SCOPE OF THE POSITION

This is an exciting opportunity to join a dynamic new team and have an impact on the implementation of mental health reforms across Victoria. Central to the role will be the provision of strong administrative support to the project team as we work towards the delivery of eight family carer-led centres across the state.

It is a critical part of Tandem's work to ensure the diverse voices of family members, friends and supporters of those living with mental health challenges are included and heard as part of codesign and coproduction of the many reforms underway. The successful candidate will assist with coordinating the workshops, focus groups and other forums that will underpin authentic codesign and coproduction.

Duties will include working with the project team to organise meetings and consultations within short timeframes. You will provide secretariat support for those meetings and consultations, manage multiple calendars, and make travel arrangements on behalf of senior team members for the duration of this wide-reaching project.

This is a terrific opportunity to work within an organisation that is entering a phase of significant growth and contribute to the implementation of important reforms to deliver more compassionate, effective mental health care.

3. KEY RESPONSIBILITY AREAS

- Provide professional and efficient day to day administration support, such as incoming and outgoing mail, managing office systems and project management software
- Record keeping, ensuring adherence to project timelines
- Track and support the delivery of action items
- Support team leaders and staff through a variety of tasks related to organisation and communication
- Handling of confidential and time sensitive material

4. DUTIES

- Organise and schedule appointments and meetings
- Answer and direct phone calls
- Maintain stakeholder lists / records within the CRM
- Produce and distribute correspondence, memoranda, and forms
- Scribe accurate records of focus groups, consultations and meetings inc. transcribe online recorded meetings
- Take accurate minutes of meetings and assist in the preparation of agendas for the project group
- Assist in the preparation of regularly scheduled reports

- Book travel arrangements
- Provide general support to visitors to the office
- Provide information by answering questions and requests
- Carry out administrative duties such as filing, copying, binding, scanning and data entry
- Carry out all duties in accordance with Tandem policies and procedures, and legislative frameworks
- Other relevant duties as required

5. SELECTION CRITERIA

Essential

- Experience using Microsoft Apps including Word, Power Point etc.
- Highly developed computer skills
- Ability to learn quickly, respond to requests in a timely manner and a willingness to learn
- Excellent phone manner, polite and respectful to all callers
- The ability to manage time effectively and to prioritise tasks
- Good writing skills to communicate effectively via email, social media etc.
- Ability to travel within the state as required
- Current police and Working with Children check
- Highly organised and able to create systems and processes for areas of responsibility

Desirable

- Lived experience as a family member or friend supporting someone with mental health issues
- A current Victorian Drivers Licence

Personal qualities

- Empathetic: Communicates with compassion and understanding; demonstrates understanding of diverse perspectives
- Conceptual and analytical ability: deals with concepts and complexity comfortably; uses analytical and conceptual skills to reason through problems; has creative ideas and can project how these can link to innovations.
- Person focused: listens to Tandem members, service users and stakeholders; actively seeks to meet their needs; seeks ways to improve services; committed to delivering high quality outcomes for Tandem members.
- Relationship building: establishes and maintains relationships with people at all levels; promotes harmony and consensus through diplomatic handling of disagreements; forges useful partnerships with people across business areas, functions and organisations; builds trust through consistent actions, values and communication and minimises surprises.
- Teamwork: cooperates and works well with others to achieve strategic priorities, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.

6. REMUNERATION & CONDITIONS OF EMPLOYMENT

\$70,000 base salary + Superannuation, salary packaging is also available. A probationary period of six months applies.



ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY EMPLOYEE

SIGNED BY EMPLOYER

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DATE:

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Date: