



## POSITION DESCRIPTION

<b>Position Title:</b>	Administrative Assistant
<b>Business Unit:</b>	Shared & Respite Living
<b>Business Division:</b>	Residential & Individual Supports
<b>Reports To:</b>	Operations Manager Shared & Respite Living
<b>Classification:</b>	Victorian Disability Services (NGO) Agreement 2019 – Level 2
<b>Date Prepared/Updated:</b>	5 August 2021

### About genU

genU is short for Generation You. Because whatever generation you belong to, whether you're young, old, or somewhere in between, what unites us is the belief that neither disability nor ageing are disadvantages to be endured but challenges to be met boldly, achievements to be had and adventures in the making. Our mission is to enable each person we support to live the life they choose.

Welcoming	You're part of our family
Respectful	We will treat you the way we would want to be treated
Integrity	Earning your trust by always adhering to our values
Courageous	We bravely drive innovation and advocacy to assist you to live the life you choose
Excellence	We are proud in our pursuit of the highest quality, reflecting our commitment to delivering the best

### Business Unit Overview

genU Residential and Individual Supports (RIS) is a division of genU which provides a range of services and supports to people who are retiring, for people who have a disability and people who are aging. genU Residential and Living includes Costa House Residential Aged Care (RAC), Shared and Respite Living, Supported Residential Services (SRS), Retirement Living, Social Housing and all in home and other individual supports for clients of genU. genU are a registered aged care, retirement living and disability provider supplying services throughout Australia.

### Position Purpose

The purpose of the Administrative Assistant is to provide high level, confidential administrative and project support to the Shared and Respite Living and Senior Management Team

## Key Accountabilities of Role

### Position Specific:

- Working in a collaborative manner providing administrative assistance to the Shared and Respite Living Senior Management Team with a focus on compliance and continuous improvement.
- Use word processing and other specialised software packages including MS office to:
  - Prepare documents; including reports
  - Complete letters & memo's
  - Complete database management, maintain and produce reports as required
  - Promptly forward internal and external communications
  - Accurately file and complete records management
  - Complete ordering and purchasing requisites, equipment & coding of accounts
  - Efficiently coordinate meetings/ events including agendas, minute preparation and distribution
  - Accurately Organise travel for Branch / Operations Managers as requested.
- Maintain and update client, staff and property databases and hard copy files
- Receive and distribute correspondence for Shared and Respite Living
- Complete accounts for finance.
- Prepare and provide presentations and spread sheets as required
- Support administrative tasks associated with NDIA
- Undertake projects and other associated duties as directed.

### General

- Develop and maintain effective working relationships with relevant individuals, genU branches and external organisations
- Apply effective time management and prioritising skills to meet deadlines and complete work
- Positive pro-active approach to client service delivery
- Bright and professional customer focus including telephone manner with appropriate greeting and follow up for all stakeholders
- Complete work in a fast paced team environment where competing priorities and change are constant
- Seek additional resources and assistance as required to accurately complete tasks
- Apply educated decision making skills
- Display high level of personal integrity and professionalism when representing genU
- Demonstrate confidentiality and sensitivity about matters
- Adhere and apply all genU Policy and Procedures including OH&S.
- Other duties as directed by manager or supervisor

### Key Result Areas

- Evidenced through observation and feedback both written and verbal
- As evidenced by attention to detail in accurate and timely work presented/ completed
- Organise and manage meetings, meeting room bookings, catering for management meetings and corporate training
- Undertake projects and other associated duties as directed
- Assist with the organisation of events, functions, seminars, workshops and meetings

- Prepare reports, power point presentations and other display work for seminars and functions
- Develop productive relationships with all stakeholders to achieve assigned tasks
- Demonstrated effective time management and prioritising skills through observation
- Follow genU Code of Conduct at all times
- Represent genU in a Professional and positive manner at all times

**Key Working Relationships:**

**Internal:**

- Managers Shared and Respite Living
- Operational Managers Shared and Respite Living
- Branch Managers across genU
- Corporate Services

**External:**

- Clients
- Funding bodies, government agencies as required

**Member of:**

Residential & Individual Supports

**Key Selection Criteria & Qualifications:**

**Essential:**

- Broad experience and relevant qualifications in a personal assistant or administrative support role in a medium to large organisation
- NDIS Screening Workers Check
- NDIS Worker Orientation Module Certificate of Completion
- Current driver's license
- Proven experience in administrative skills including proficiency in all Microsoft Office Programs
- A high level of confidentiality and sensitivity regarding all matters
- The ability to work unsupervised on projects
- Proven ability to prioritise and organise to meet deadlines whilst working under pressure
- Attention to detail including literacy and numeracy skills
- Ability to work in a team
- Fulfils inherent requirements of position including physical requirements, role challenges and essential requirements

**Desirable:**

- Comprehensive knowledge of disability industry

**Cultural Fit:**

In addition to the selection criteria outlined above, the successful applicant must be able to demonstrate they are committed to the



	<p>genU Vision, Mission and Values and will bring a collegial approach to the genU workforce and incorporate these values and behaviours.</p> <p>genU values diversity and encourages applications from Aboriginal and Torres Strait Islanders, people with disabilities and from culturally and linguistically diverse backgrounds. genU is committed to making reasonable adjustments where operationally viable.</p>
<p><b>General Information:</b></p>	<p>Employment terms and conditions are provided according to relevant award/agreement.</p> <p>This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role.</p> <p>It is not intended to be an exhaustive list of all responsibilities, duties and skills required. genU reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.</p> <p>genU recognises the increased importance of workplace flexibility and will reasonably consider requests for flexibility to balancing work, life, and family needs.</p>