

## POSITION DESCRIPTION

### BUSINESS SUPPORT COORDINATOR

<b>Level</b>	SCHADs Level 4
<b>Employment Type</b>	Full-time
<b>Reports to</b>	Director Regional Services
<p><b>Purpose of the Position</b></p> <p>To provide high-level administrative, operational, and logistical support to Carpentaria’s Supported Independent Living (SIL) and Out of Home Care (OoHC) programs. This position plays a vital role in ensuring the smooth and efficient operation of both service areas by coordinating reporting, data collation, document preparation, and operational logistics.</p>	
<p><b>Tasks and Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Provide day-to-day administrative support to the SIL and OoHC teams, including scheduling, document preparation, and meeting coordination</li> <li>• Collate and maintain operational data, including participant information, staffing metrics, and service statistics</li> <li>• Assist in the preparation of monthly, quarterly, and annual reports for internal governance and funding bodies</li> <li>• Extract and analyse data from the Client Management System (CMS) to support decision-making and performance monitoring</li> <li>• Assist with invoice processing, purchase orders, and reconciliation of operational expenses.</li> <li>• Track budget expenditure and assist with preparation of financial summaries as requested</li> <li>• Support the coordination of fleet, asset, and property maintenance requests for SIL and OoHC sites</li> <li>• Support coordination of staff travel, training logistics, and regional visit planning</li> <li>• Facilitate effective communication between the SIL and OoHC teams and other Carpentaria departments (QSR, HR, Finance, etc.)</li> <li>• Assist with collation of evidence for internal and external audits</li> <li>• Support the development, formatting, and review of policies, procedures, and forms</li> <li>• Contribute to continuous improvement initiatives by identifying administrative or process efficiencies.</li> </ul>	
<p><b>Essential Criteria</b></p> <ul style="list-style-type: none"> <li>• Certificate IV (or higher) in Business Administration, Office Management, or related field</li> <li>• Minimum 3 years’ experience in administrative, data, or operational support roles</li> <li>• Strong computer literacy (Microsoft Office, SharePoint, Excel, CMS platforms)</li> <li>• Excellent written and verbal communication skills, with attention to detail</li> <li>• Proven organisational and time-management abilities</li> <li>• Demonstrated ability to work independently and collaboratively within multidisciplinary teams</li> <li>• Current Ochre Card, Criminal History Check, NDIS Worker Screening Clearance, NDIS Worker Orientation, First Aid &amp; CPR Certificate and NT Driver Licence.</li> </ul>	
<p><b>Preferred Criteria</b></p> <ul style="list-style-type: none"> <li>• Experience in the disability, social services, or community sector</li> <li>• Understanding of NDIS and/or child protection frameworks</li> <li>• Experience supporting compliance, reporting, or audit processes.</li> </ul>	

**Values and Behaviours Required**

- Embody Carpentaria's Values and Principles of Good Practice through a human rights-based approach.
- Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
- Demonstrated adherence to legislation, policies and procedures and a commitment to Equal Employment Opportunity, WHS, Risk Management and Quality Improvement practices.

Authorised by the CEO: \_\_\_\_\_

Date: \_\_\_\_\_