

POSITION DESCRIPTION

TITLE	Intake and Administration Officer
FUNCTION	Clinical Practice (Administration and Intake)
REPORTS TO	Head of Clinical Practice and Education
TERMS	- This role is covered by the Social, Community, Home Care and Disability Services Award - This role is appointed at level 4 - This is a permanent full time appointment
LOCATION	Grief Australia promotes a flexible working environment with opportunities to work from a mix of office-based locations and home office base environments by agreement. Some travel to stakeholder locations, including training and events, may be required.

Organisation Purpose

Grief Australia is an independent, not-for-profit organisation dedicated to better preparing Australians for grief and serving as a guiding voice through it. Our mission is to support grieving Australians through advocacy, evidence-informed practice and education.

Function Purpose

The Administration and Intake function provides responsive, accurate and compassionate administrative support across Grief Australia's clinical and education programs. We ensure that clients, counsellors, interns, Practitioner Associates, Support Group Volunteers, and students are well served by efficient, well-coordinated systems and processes.

Role Purpose

The Intake and Administration Officer is the first point of contact for people seeking grief and bereavement support from Grief Australia. The role exists to ensure that everyone who reaches out is met with warmth, efficiency, and care; that referrals and intake are managed accurately; and that the administrative foundations underpinning clinical service delivery, field education, and volunteer programs remain consistently reliable. The role works closely with counsellors, the Education team and the wider Clinical Practice team.

KEY RESPONSIBILITIES & DUTIES

1. Client Intake and Referral Management

Deliver a warm, timely and accurate first point of contact for everyone seeking support by managing the end-to-end intake process in line with Grief Australia's intake protocols. Responsibilities include:

- Responding to all inbound enquiries through phone, email and online referral pathways in a timely, compassionate and professional manner, in line with Grief Australia's intake protocols.
- Completing intake assessments and data collection in the client management system, making sure that all records are accurate, complete and entered in accordance with privacy requirements and documentation standards.
- Coordinating client appointment scheduling, managing calendar bookings for counsellors and sending appointment confirmations and reminders to clients as needed.

2. Clinical and Education Administration Support

Enable safe, efficient and well-documented service and program delivery by providing reliable administrative support to counsellors, the Clinical Practice team and the Education team.

Responsibilities include:

- Providing proactive administrative support to the Head of Clinical Practice and Education, anticipating operational needs, coordinating competing priorities and following up actions to support the smooth running of the function.
- Maintaining accurate and up-to-date client records in the client management system, supporting counsellors with data entry, case file management and outcome measure tracking, and supporting the Education team with equivalent administrative tasks across education programs.
- Supporting the preparation of clinical and education activity reports, funder acquittal data and service statistics for both the Clinical Practice and Education teams, as directed by the Head of Clinical Practice and Education.
- Assisting with the logging and initial documentation of clinical incidents in the incident management system, and following up outstanding actions under the direction of the Head of Clinical Practice and Education.
- Coordinating logistics for team meetings, clinical case reviews, supervision sessions, peer consultation forums and education team meetings, including scheduling, room or platform preparation and distribution of agenda materials.
- Taking accurate minutes at team meetings, case review sessions and other clinical and education forums, distributing draft minutes promptly and maintaining a clear record of agreed actions and decisions.

3. RTO Course Intake and Education Enquiries

Provide accurate, timely and welcoming support to prospective and enrolled students by serving as the first point of contact for Grief Australia's Registered Training Organisation (RTO) courses across the enrolment and enquiry process. Responsibilities include:

- Responding to inbound education enquiries through phone, email and online channels, providing accurate course information and directing prospective students to the appropriate program or team member.
- Processing student enrolments for RTO courses, including collection and verification of required documentation, data entry into the student management system and issuing enrolment confirmations in a timely manner.
- Maintaining accurate student records in accordance with RTO compliance requirements, including enrolment data, attendance, completion status and relevant documentation, under the direction of the Education team.

- Supporting the scheduling and logistics of RTO course delivery, including calendar coordination, platform setup, distribution of pre-course materials and post-course communications to students.
- Escalating complex education enquiries, student concerns or compliance issues to the relevant member of the Education team promptly and with appropriate context.

4. Communications and Stakeholder Liaison

Support clear, professional and compassionate communication across all programs by acting as a key point of contact for internal and external stakeholders. Responsibilities include:

- Managing general correspondence and shared inboxes, making sure that enquiries are directed to the appropriate team member promptly and professionally.
- Maintaining up-to-date referral pathway documentation and communicating relevant updates to the counselling team under the direction of the Head of Clinical Practice and Education.
- Providing a welcoming and supportive first point of contact for clients, referrers, community organisations, universities and volunteers who interact with Grief Australia, consistently reflecting the organisation's values of empathy, inclusivity and compassion.

5. Team and Organisational Contribution

Strengthen a cohesive, values-driven team and the continuous improvement of administrative systems by contributing actively to organisational life and quality processes. Responsibilities include:

- Complying with Grief Australia's national clinical governance framework, policies and procedures, including mandatory reporting obligations, privacy requirements and work health and safety responsibilities.
- Identifying opportunities to improve administrative workflows and processes, and raising suggestions with the Head of Clinical Practice and Education to support ongoing quality improvement.
- Championing Grief Australia's diversity, inclusivity and reconciliation commitments in all interactions, and being an active champion of the Social Contract (www.grief.org.au/social-contract).
- Undertaking other duties as directed by the Head of Clinical Practice and Education, consistent with the scope and classification of the role.

KEY SELECTION CRITERIA

Essential

- Demonstrated experience in an administration, intake or client services role, preferably within a health, community services or not-for-profit environment.
- Strong interpersonal and communication skills, with the ability to engage warmly and professionally with people who may be in distress or experiencing grief and bereavement.
- A high level of accuracy and attention to detail in data entry, record keeping and document management, with experience working in or alongside client management systems.
- Well-developed organisational and time management skills, with the ability to manage competing priorities, meet deadlines and stay composed in a busy and emotionally sensitive environment.

- Proficiency with the Microsoft Office suite and video conferencing platforms such as Zoom and Teams, and a willingness to develop your expertise with new systems.
- An understanding of privacy legislation and confidentiality requirements in a clinical or community services context.
- A commitment to Grief Australia's values of diversity, inclusivity, empathy and compassion, and a genuine desire to support people experiencing grief and bereavement.

Highly Desirable

- Experience in an intake, triage or client coordination role within a mental health, counselling or bereavement service.
- Familiarity with volunteer or placement program administration, including maintaining compliance registers and coordinating onboarding processes.
- An understanding of grief and bereavement concepts, and awareness of the emotional sensitivities involved in supporting people who are grieving.
- Experience preparing data reports or contributing to funder acquittal processes in a community services or health setting.

Personal Attributes

- Warmth and composure when supporting people who are distressed or grieving.
- Discretion and sound judgement when handling sensitive and confidential information.
- Care and pride in accurate, reliable work, with a strong eye for detail.
- A collaborative, supportive approach to working within a small and busy team.
- A growth-oriented outlook, with a commitment to learning and the desire to develop your skills in a bereavement service setting.

WHAT WE OFFER

Salary and conditions: This role is a permanent full-time role classified under the Social, Community, Home Care and Disability Services Award (Level 4).

As a not-for-profit, Grief Australia offers salary packaging, which allows you to receive up to \$15,900 of your salary tax-free each year, plus an additional \$2,650 for meal and entertainment expenses.

Flexibility: We support a flexible working environment, with the opportunity to work across a mix of office-based and home-based locations by agreement, along with your standard leave entitlements and flexible start times where arrangements can be made.

Meaningful work: You will be the first voice many grieving people hear when they reach out for help. Your care and reliability shape their first experience of our service and help connect them with the support they need.

Culture and team: We are a values-driven team that works closely together and looks out for one another. We bring empathy, inclusivity and compassion to our work with clients, students and each other.

Growth and development: We offer access to professional development, an Employee Assistance Program, and the opportunity to develop your skills across clinical, education, and volunteer program administration in a supportive, well-supervised environment.

We encourage applications from people of all abilities and are committed to making reasonable adjustments to support you through the recruitment process and in the role.

GRIEF AUSTRALIA'S DIVERSITY STATEMENT

Grief Australia acknowledges the Traditional Custodians of the lands where we live and work, and pays our respects to their Elders, past and present. We recognise that connection to land, culture and community profoundly shapes the experience of grief, and we are committed to improving access to quality grief and bereavement care for Aboriginal and Torres Strait Islander peoples, families and communities. This commitment is expressed through our Reconciliation Action Plan. Grief is experienced by all people, regardless of ability, age, culture, gender, race or sexual identity. Different cultural identities shape how people process, express and seek support for their grief.

Grief Australia welcomes and values that diversity. We are proud to support our LGBTIQA+ staff, clients and communities, and are committed to ensuring our services are welcoming, safe and respectful for everyone. We strive to build a workplace where differences are embraced and every person, whether a client, student, employee or visitor, feels they belong.

SPECIAL REQUIREMENTS AND CONDITIONS

This position description reflects the role as it currently exists. As Grief Australia's work evolves, the responsibilities, priorities and focus of this role may change.

This role requires a current driver's licence, access to a private vehicle and reliable internet access for remote work.

All applicants must hold a current Employee Working with Children Check (WWCC) and a satisfactory National Police Check. Grief Australia works alongside people who are grieving and vulnerable. These checks are a condition of employment and reflect our responsibility to every client, student and community member we serve.

The role is primarily office-based and involves sustained desk-based computer and screen work, regular telephone contact and the use of client and student management systems.

ACKNOWLEDGEMENT

As the incumbent of the position, I acknowledge the statement of duties, responsibilities and other requirements as detailed in this document. I acknowledge these are not intended to be an exhaustive list of the duties I may be required to perform, rather an indication of the kinds of duties that fall within the scope of the position. I acknowledge that the reporting structure may change over time, and it may affect this position.

Employee's signature: _____

Date: _____