

Position Description

Title: Office Administrator
Capacity: 2 days part time, job share position
Reports to: Operations Manager
Location: Hornsby (remote/hybrid not suitable for this role)

Organisational Overview

Since 1994, *A Friend's Place* (operated by the National Centre for Childhood Grief) has provided specialist counselling and care services to bereaved children and their families. Early bereavement is one of life's most painful and traumatic experiences for a child, with life-long potential mental health, social and educational impacts. Our specialist services include individual counselling, group programs, adventure camps, publications and more. Our purpose is to help bereaved children and their families accommodate this significant grief and build their knowledge, skills and resilience to live a full and meaningful life.

A Friend's Place is a not-for-profit organisation, funded principally by community donations from individuals, community groups and businesses to support the provision of free and subsidised specialist services for the community.

To find out more about A Friend's Place visit www.childhoodgrief.org.au

Position Overview

The Office Administrator is the first point of contact for our clients. The purpose of the role is to provide high level of professional and confidential care for bereaved children and families. The Office Administrator will provide effective administrative and operational support to staff and ensure the smooth day-to-day functioning of the centre.

Responsibilities

Clients

- Provide face to face, telephone and email customer service to clients.
- Manage client registration process, schedule in-person and online appointments, take payments.
- Maintain accurate hard copy and electronic client records.
- Coordinate impact measurement surveys.

Admin

- Provide administrative support to counselling and operations teams
- Open/close the centre and ensure it is tidy and well stocked with stationery, counsellor resources and kitchen supplies.
- Manage sale and stock levels of merchandise.
- Use various systems to maintain formal records and generate reports.
- Be resourceful and open to upskilling in digital technologies.

Accounts

- Take payments/donations and reconcile in Xero.
- Manage petty cash including staff reimbursements.

Relationships

The Office Administrator is a vital part of a small, supportive team. They will be required to develop and maintain positive and effective working relationships with a broad range of people and organisations. They must positively represent *A Friend's Place* to clients, donors, the community and other organisations.

Skills & Qualifications

Essential qualities and experience

- Compassion and professionalism with the ability to interact with a diverse range of people.
- Demonstrated experience in a client facing role.
- Demonstrated problem solving ability and initiative
- Excellent organisational and time management skills
- Excellent communication skills, both written and verbal.
- High attention to detail
- Good computer skills using Apple Mac and Microsoft office.
- Strong interpersonal and skills with a sensitivity to the needs of clients and staff.
- Ability to work independently with limited supervision.
- Current Working with Children Check and National Police Check (or ability to obtain one).

Desirable experience

- Working for a non-profit, community-based organisation
- Working in a counselling or medical/health environment
- PowerDiary or other appointment based system
- Salesforce or other CRM system