



Position Description

Reviewed October 2026

Position Title: Administrative assistant
Services: Administrative support
Location: Head Office
Reporting to: Operations Manager & Chief Executive Officer (CEO)
Minimum requirements: Working with Children's check, NDIS worker clearance, Current First aid and CPR qualifications,

ABOUT EMPOWERability Inc:

Empowerability Inc (EAI) desires for a world of complete equality for each individual with unlimited opportunities for total independence. We will consistently push the boundaries of what is possible and strive to inspire others in the community. EAI will embrace any change to our sector and will always look for creative and innovative solutions to any potential barriers. We will aspire to be an industry leader with a recognisable brand nationwide synonymous with high quality.

Our services provide a broad range of high-quality, flexible, support options tailored to meet the needs of individuals with disabilities or who are frail aged and their families/carers.

KEY OBJECTIVE OF THE POSITION:

To provide reception and administrative support to the office of EAI to ensure that all Secretarial/Administrative/Support requirements are met.

To support the Chief Executive Officer and the Operations Manager in performing their responsibilities in an organised and timely fashion, consistent with the operating practices of the organisation and the requirements of their roles

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KEY RESPONSIBILITIES	Main duties
Reception	• Answer the phone and direct calls within the organisation. • Sending, receiving, and distributing mail and deliveries • Liaising with visitors and external providers • Ensuring all visitors complete sign in.
General Office Duties	• Purchasing and organising all stationary office supplies • Purchasing and organising all staff amenities, cleaning supplies, PPE and WHS equipment • Sending and collecting post • Binding, laminating, printing, copying and scanning. • Prepare and distribute newsletter to clients and sponsors. • Monitor and update with new staff, staff birthdays calendar and send out happy birthday messages. • Assist in the organisation of events and catering as required.
Administration	• Secretarial support for the CEO and/ or the Operations Manager • Undertake general word processing tasks. • Handling communications on behalf of the CEO and other managers when requested including arranging/accepting meetings and telephone calls, maintain and managing diaries and meeting commitments. • Work with the finance officer to verify all staff notes and

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	shift times, kms etc within the ShiftCare system in preparation for the payroll process. Assist with payroll and invoicing. • Input of programs and billing for day programs into shiftcare • Distribution of programs to clients of Day program. • Management of kilometre entries to shiftcare • Requisitions of various program petty cash floats along with debit card statements and receipts to present to finance officer at the completion of each calendar month. • Participate in training to develop knowledge of systems to process payroll and invoicing in the absence of finance officer. • The organisation of meeting documents and taking and typing of minutes of meetings as required. • Managing and reviewing filing and office systems. Including working with the compliance officer and Operations manager to ensure that staff personnel files are maintained and up to date with regard to hard copies of staff documents. • Maintain register and report of aged care usage data • Prepare and send renewal invoices on an annual basis for association memberships. Document payments and arrange receipts to be sent after payment complete. • Prepare documents on an annual basis for the Annual general meeting booklet.
Maintenance and asset management	• Create and manage insurance register, including following up with insurance providers with regards to renewals and update insurance records for all premises, vehicles etc..

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	• Create and Manage registration register for vehicles and organise renewals, inspections etc including arranging with the Business development officer to complete HVIS inspections for HiAce vehicles and update of maintenance log accordingly. • Arrange regular servicing of all wheelchair vehicle hoists and electric hoists at all premises and update of maintenance log accordingly. • Follow up all maintenance requests from managers at all properties with appropriate real estate agents and services. • Ensure all First Aid Kits at all premises & in all vehicles are kept maintained and checked on a quarterly basis. • Ensure electrical tagging is carried out on an annual basis at all premises and update maintenance log accordingly. • Arrange the completion of fire equipment servicing as per legislative requirements and update of maintenance log accordingly.
Organisational duties	• To be an effective team member in the delivery of individualised services and assist in planning and providing a quality service to persons who have a disability and their families. • Actively participate in scheduled formal staff support sessions with the CEO of Empowerability Inc. • To attend and actively participate in regular team meetings. • Assist in the organisation of events and catering as required. • Participation in organisational fundraising events as

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	required. • Demonstrate a knowledge and understanding of Agency Policy and Practices and the NDIS and implement appropriately. • Flexibility in work hours, including occasional out-of-hours to meet organisational needs. • any administration duty as directed by the CEO or operations manager.
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Employee Requirements	
Essential Skills	• Excellent communication skills, both written and interpersonal • Demonstrated capacity to problem solve. • Ability to work both autonomously and as a member of a busy team. • Demonstrated capacity to engage with a diverse range of stakeholders, including members of the public, community organisations, and service providers. • Attention to detail, resourceful, positive, flexible and well-organised. • Able to efficiently manage multiple competing priorities. • High level of competence in Microsoft Office and client management software
Desirable	• Experience working within Human Services, Aged Care and/or Disability Services or similar.

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	• Knowledge of the National Standards for Disability Services, NDIS Code of Conduct and NDIS Practice Standards and their application in the delivery of high-quality person and family centred supports for people with disabilities
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