

## **Administration Assistant - Parkes**

### **Fixed Term Maternity Leave Contract**

#### **30 - 35 hours per week (hours to be negotiated)**

Neighbourhood Central Ltd. is a not-for-profit community-based organisation committed to providing quality support services to the community.

We have an exciting opportunity for a fixed term maternity leave position to assist with the daily operations of the Social Support Group and Meals programs, **through to 30 June 2024**.

The Administration Assistant will assist with the coordination of social activities to support older people to remain active and as independent as possible through the provision of group activities. The program enhances and promotes quality of life, enabling older people to maintain a healthy lifestyle and remain living at home for longer.

The Administration Assistant will also assist frail older people to maintain independent living and social interaction through the provision of frozen meals, and delivered and centre-based fresh hot meals.

The role requires excellent administration, interpersonal and organisational skills. High attention to detail, the ability to multitask and maintain confidentiality is crucial to your success in this position.

Successful applicants will be required to undertake various checks such as qualifications, reference, medical and national police checks.

Conditions of employment are under the Social, Community, Home Care and Disability Services Industry Award 2010.

To be considered for this position you will need to submit your resume and a cover letter demonstrating how you will meet the requirements of the role.

Intending applicants should apply through SEEK <https://www.seek.com.au/job/71664071> or obtain an information package from Neighbourhood Central 80-82 Currajong Street Parkes, or via email [eo@ncentral.org.au](mailto:eo@ncentral.org.au)

**The Executive Officer  
Neighbourhood Central  
80-82 Currajong Street  
PARKES NSW 2870**

*There is no set closing date for applications, however we encourage prospective candidates to apply as early as possible as applications will close as soon as a suitable applicant is found.*

# Information Guide for Job Applicants

## About you

We are looking for candidates who have the following skills and attributes:

1. Certificate III in Business Administration or demonstrated equivalent knowledge and workplace experience;
2. Experience working with Microsoft programs such as Word, Outlook and Excel;
3. Demonstrate a high level of written and verbal communication skills with attention to detail;
4. Ability to effectively manage volunteers and coordinate support services;
5. Exceptional customer service skills;
6. Hold a current driver's licence and willingness to travel (majority local, and occasional regional travel);
7. Have triple COVID-19 vaccination status (two doses and any at least one booster) or have an approved medical contraindication certificate. You will be required to provide a record of your COVID-19 vaccination status if successful.

## How to apply

**Apply through SEEK:** <https://www.seek.com.au/job/71664071>

1. Provide a cover letter (maximum 2 pages) outlining how you will meet the requirements of the role (criteria is listed above); and,
2. Provide an up-to-date resume (maximum 4 pages) showcasing your skills, experience and achievements. In your resume include details of at least two people who can be contacted who can provide information about how you meet the requirements.
3. Submit your resume and a cover letter via SEEK.

*There is no set close date for applications however we encourage people to apply as early as possible as applications will close as soon as a suitable applicant is found.*

## Make a difference

Working at Neighbourhood Central provides opportunities to make a real difference in people's lives. We work together with our communities and partners to support children, young people, adults (including older people), families and our communities to improve lives.

Our vision is to empower people and communities to grow and celebrate diversity, to be safe and connected. Work with us and do work that really matters.

## Interviews

Candidates for interview will be selected from the applications based on the selection criteria listed in the job description. Only applicants selected for interview will be notified by email or telephone.

## Conditions of Employment

- Fixed term contract position based at Neighbourhood Central, 80-82 Currajong Street, Parkes
- 30-35 hours per week – **(hours to be negotiated)**
- Social, Community, Home Care and Disability Services (SCHADS) Industry Award 2010, under the following classification: Social and Community Services employee, Level 3 Pay Point 1
- Leave provisions as per Award:
  - Annual leave
  - Personal/carer's leave and compassionate leave
  - Community service leave
  - Public holidays
  - Ceremonial leave
- Employer funded superannuation of 11%
- Encouragement of further training and development
- Motor vehicle allowance, where a transport vehicle is not available, currently 96 cents/km
- A probation period will apply for the first 3 months of your employment. During this time we will assess your progress and performance in the position
- Salary Packaging
- A smoke free environment on Neighbourhood Central Ltd.'s property and motor vehicles
- Employment is subject to a successful clearance of Police Criminal Record Check and medical clearance (cost covered by Neighbourhood Central Ltd)
- Vaccination requirements: Consistent with our ongoing commitment and obligation to provide and maintain a safe work environment, revised control measures have been introduced to Neighbourhood Central workplaces to manage the risks to health and safety associated with COVID-19. Workers at Neighbourhood Central are required to interact with people who are particularly vulnerable\* to the health impacts of COVID-19, therefore employment is conditional to you being vaccinated (two doses and any boosters recommended by the Department of Health) against COVID-19. Before starting employment, Neighbourhood Central will consider our obligations and responsibilities carefully, for example, under general protections or antidiscrimination laws. \*Vulnerable persons include the aged, people with pre-existing medical conditions, ATSI community, and unvaccinated persons.

# NEIGHBOURHOOD CENTRAL LTD.

ACN 640 326 745

## **JOB DESCRIPTION** **Administration Assistant** **(Social Support Group and Meals Programs)**

- JOB TITLE:** Administration Assistant (Social Support Group and Meals Programs)
- REPORTS TO:** Executive Officer
- AWARD:** Social, Community, Home Care and Disability Services (SCHADS) Industry Award 2010, under the following classification:  
Social and Community Services employee, Level 3 Pay Point 1
- CONDITIONS:** All appointments will be conditional upon a satisfactory medical clearance, Criminal Record Check, and proof of up-to-date COVID-19 vaccinations.
- This appointment is subject to three months probationary period.  
30 - 35 hrs per week – hours to be negotiated.

**APPROVED BY:** Executive Officer

---

### **Our Mission**

*To provide services, information, advocacy and referral to all our communities focusing on the people who are vulnerable, isolated or at risk.*

### **Our Vision**

*A safe, connected community, which celebrates diversity and grows together.*

---

### **JOB SUMMARY**

The Social Support Group and Meals programs compliments and integrates with existing Neighbourhood Central Commonwealth Home Support Programme (CHSP) services.

The Social Support Group Program aims to support older people to remain active and as independent as possible through the provision of group activities. The program enhances and promotes quality of life, enabling older people to maintain a healthy lifestyle and remain living at home for longer. The Administration Assistant will assist the Service Administrator to coordinate and utilise available resources and local community strengths to provide social activities focusing on healthy ageing, social connection and physical activity.

The Administration Assistant will also assist frail older people to maintain independent living and social interaction through the provision of frozen, and delivered and centre-based fresh hot meals.

## **PRIMARY OBJECTIVE OF POSITION**

To assist frail older people maintain or support independent living, participate in community life and feel socially included through the provision of meals, and structured, group-based activities, whilst facilitating their wellness and reablement goals.

## **STATEMENT**

All duties are to be carried out in accordance with the requirements of the funding bodies, program standards and guidelines, Neighbourhood Central policies and procedures, and Constitution, relevant legislation, and relevant Industrial Awards.

## **REPORTING RELATIONSHIPS**

This position reports to the Executive Officer and works with the Administration Assistant (Social Support Group and Meals Programs), based at Neighbourhood Central Parkes.

Food workers and volunteers report to the Administration Assistant.

## **DUTIES and ESSENTIAL JOB FUNCTIONS**

### **General**

- Establish positive working relationships with clients, as appropriate, whilst maintaining professional boundaries.
- Ensure that confidentiality is maintained at all times in accordance with the relative legislation and Neighbourhood Central's policies and procedures.
- Maintain and enhance the dignity, integrity, rights and confidentiality of clients and their families.
- Maintain a current and accurate confidential client reporting system.
- Provide information and feedback to Supervisor.
- Liaise with Supervisor for additional service, support and resources as required.
- Accept responsibility for his/her own actions.
- Attend appropriate development and training courses as required.
- Demonstrates awareness of own abilities and limitations, identifying learning needs and seeking guidance when necessary.
- Maintain qualifications as required by role.
- Be involved in the ongoing planning for Neighbourhood Central.
- To be responsible and aware that all duties are performed according to Neighbourhood Central policy and procedures.
- Display informed affinity with the ideas, aspirations and ethics of Neighbourhood Central and identify with its purpose.

- Ensure that all duties are performed within Legislative frameworks.
- Responsible for promoting the safety and wellbeing of children, young people, aged people, people with disability and any other vulnerable person in the workplace.
- Carry out other duties in line with the philosophical base of Neighbourhood Central.

### **Key Responsibilities and Outcomes**

- Ensure the Social Support Group and Meals programs adhere to frameworks, all documentation is maintained appropriately, and program deadlines are met.
- Undertake project management activities and processes.
- Oversee day to day management and manage operational issues, to ensure continuous effective service delivery.
- Implement, maintain and monitor an activity work plan and provide coordination to efficiently and effectively meet the requirements of the program to improve quality of life and physical and mental health and wellbeing outcomes.
- Plan, develop and implement a program of suitable community and centre-based health and wellness groups and activities.
- Establish networks and linkages with suitable health and wellness providers.
- Management of client intake, assessment and review processes, developing individualised client care plans and completing client documentation.
- Identify, assess and reduce health and safety risks and issues.
- Participate in provision of services by working face to face with clients to complete social groups and meals activities as needed.
- Reduce social isolation, decrease feelings of loneliness, and reconnect clients with others in the community in healthy and supportive ways.
- Link clients to mainstream health and wellness providers/activities to encourage and help them to continue to remain active and empowered.
- Oversee the compliance requirements of the Food Safety Program.
- Integrate quality assurance principles into day-to-day operations along with food safety, infection control, and work health and safety.
- Grow and develop new business opportunities with new and existing clients.

- Keep up to date with the changing home care landscape including the accreditation process and compliance requirements.
- Exercise judgement and contribute critical knowledge and skills where procedures are not clearly defined.
- Ensure delivery of services within the guidelines provided by Neighbourhood Central and funding bodies.

### **Staff and volunteers**

- Assist with recruitment.
- Provide guidance and direction.
- Assist with the implementation appropriate induction programs for new workers.
- Provide mentorship and inspiration in your team through a supportive and collaborative style.
- Ensure workers fulfil the requirements of their job descriptions.
- Assist with staff probations and annual appraisals, identifying skills gaps and training requirements.
- Ensure that routine administration tasks are maintained.
- Provide regular supervision of worker management practices to ensure best possible outcomes for clients can be achieved.
- Support workers with service delivery.
- Carry out strategic service planning and continuous improvement.

### **Public Relations**

- Assist in the development of relevant promotional material.
- Assist with coordination of marketing initiatives and promote the Social Support Group and Meals programs through printed and electronic media and speaking engagements.
- Assist with the promotion of the individual services within Neighbourhood Central, professionally and comprehensively to appropriate professionals, agencies and communities.
- Outreach to rural/remote communities and facilitate access to services to those communities
- Assist with community member enquiries, referrals, advocacy and information provision.

## **Planning, Reporting and Administration**

- Assist with the preparation of monthly progress reports to the Executive Officer.
- Assist in the implementation of the Strategic Plan for Neighbourhood Central in consultation with Management.
- Assist with the preparation of reports for Neighbourhood Central's Annual Report and newsletters when required.
- Ensure the collection of data for Neighbourhood Central to meet its reporting obligations.

## **SKILLS KNOWLEDGE and GUIDANCE**

### **Decision making**

Decisions will either be guided by practices, procedures and precedent or will be made in consultation with the Service Administrator and/or the Executive Officer.

### **Judgment and Problem Solving**

Problems are solved by applying standards/established practices and procedures or operating instructions using mature judgment to interpret policy.

### **Interpersonal Skills**

The Administration Assistant is responsible for providing information to staff, management, clients, relevant service providers and funding bodies where required.

The role requires communication skills that enable the job holder to perform the following activities:

- Assisting with complex service issues
- Deal regularly with correspondence or enquiries from other agencies and/or external bodies
- Assist others to resolve conflict
- Collaborate and network effectively.

### **Stakeholders**

The Administration Assistant will be required to interact with the following groups or individuals to provide or obtain information, to provide/seek advice and to make recommendations:

- Clients
- Professional/industry associations
- Members of the public
- Consultants or other professionals
- Other team members, including volunteers



- Executive Officer
- Neighbourhood Central Board of Directors.

### **Work Health and Safety Responsibilities**

- Adhere to Neighbourhood Central's Work Health and Safety Policies and Procedures.
- Actively promote and foster constructive behaviours to enhance Neighbourhood Central's organisational safety culture, by reporting hazards, incidents, injuries and near misses to the Executive Officer, Safety Officer or relevant person without delay according to Neighbourhood Central's WHS reporting procedures.
- Contribute to improving Work Health and Safety in the workplace.
- At all times take reasonable care for the safety of others in the workplace.
- Comply with Neighbourhood Central's smoke free environment.
- Use and maintain all safety equipment and personal protective equipment (PPE) where relevant in accordance with relevant standards.

### **Participate in and contribute to an effective and supportive team**

- Participate in team process and functions of the organisation.
- Maintain co-operative and professional conduct within the team.
- Participate in staff meetings and program development processes.
- Participate in processes for supervision and performance appraisal.
- Maintain open and positive communication strategies with team members, including dealing with issues promptly and appropriately.

### **Additional duties**

- Promote Neighbourhood Central in a positive manner.
- Ensure premises are clean and welcoming and that rooms are maintained in a professional manner.
- Other duties as required by the employer as are within the knowledge, skills and capabilities of the worker and are in line with the relevant Award.

## **Key Selection Criteria**

Judgements about the relative merit of applicants will be based on the following criteria:

### **Essential Criteria:**

1. Certificate III in Business Administration or demonstrated equivalent knowledge and workplace experience;
2. Exceptional customer service skills;
3. Experience working with Microsoft programs such as Word, Outlook and Excel;
4. Demonstrate a high level of written and verbal communication skills with attention to detail;
5. Strong organisational skills;
6. Ability to work independently and as part of a team in a fast-paced environment;
7. Hold a current driver's licence;
8. Have triple COVID-19 vaccination status (two doses and any at least one booster) or have an approved medical contraindication certificate. You will be required to provide a record of your COVID-19 vaccination status if successful.

### **Desirable Criteria:**

Experience working in the aged care sector.

## PHYSICAL REQUIREMENTS

The following table represents the physical environment in which the employee will be required to operate under normal circumstances based on average daily exposure to the nominated tasks. Additional tasks / requirements can be added.

<p><b>*Key:</b>    <b>Not Applicable</b>  <b>Occasional</b>  <b>Frequent</b>  <b>Constant</b>  <b>Repetitive</b></p>	<p><b>N</b>    <b>Not Relevant to this position</b>  <b>O</b>    <b>Task is performed for 0-33% of the day</b>  <b>F</b>    <b>Task is performed for 34-66% of the day</b>  <b>C</b>    <b>Task is performed for more than 66% of the day</b>  <b>R</b>    <b>Work cycle is repeated &lt; 30 sec &amp; performed for &gt; 60min</b></p>
--	---

<b>WORKING CONDITIONS / PHYSICAL REQUIREMENTS - see *Key N, O, F, C, R</b>					
General Demands		Sensory Demands		Other Demands	
<b>Neck Movement</b> (looking up, down, sideways)	<b>F</b>	<b>Sight</b> Use of sight as an integral part of task performance e.g., Dark, fine detail	<b>C</b>	Meeting Deadlines	<b>F</b>
<b>Reaching</b> (above shoulder height, forward/side extended)	<b>F</b>	<b>Sight</b> Ability to discriminate between colours	<b>F</b>	Conflict Resolution	<b>F</b>
<b>Hand/Arm Movements</b> (stacking, reaching, mopping, tool use)	<b>F</b>	<b>Hearing</b> Effective hearing ability as an integral part of task performance	<b>R</b>	Sitting for extended periods	<b>C</b>
<b>Bending/Twisting</b> (forward/ backward bending or twisting at waist)	<b>F</b>	<b>Smell</b> use of smell senses as an integral part of task performance	<b>O</b>	Dealing with people	<b>R</b>
<b>Kneeling/Squatting</b>	<b>F</b>	<b>Balance</b>	<b>O</b>	Underground Work	<b>N</b>
<b>Leg Movements</b> (operate machinery)	<b>N</b>	<b>Environmental Factors</b>		Personal Protective Equipment	<b>O</b>
<b>Standing</b> (upright without moving)	<b>O</b>	<b>Dust</b> (expose airborne material ie. Dust)	<b>O</b>		
<b>Driving</b> (operate any mobile plant)	<b>O</b>	<b>Gas / Fumes</b> Working with gases or fumes	<b>N</b>		
<b>Walking</b> Even surfaces	<b>O</b>	<b>Liquids</b> Tasks involve working with liquids which may cause skin irritations if contact is made with the skin	<b>N</b>	<b>Manual Dexterity</b> Tasks involve fine motor hand/finger use, including pinching, fine manipulation, keyboard use and writing	<b>C</b>
<b>Walking</b> Uneven surfaces	<b>O</b>	<b>Noise</b> Tasks involve exposure to high noise environments, and hearing protection is required to be worn	<b>O</b>	<b>Manual Dexterity</b> Gross motor hand use Gripping, holding, clasping	<b>F</b>
<b>Walking</b> Walking while manual handling object	<b>O</b>	<b>Lighting</b> Tasks involve working in dark or visually- poor environments	<b>N</b>	<b>Task involves working in an awkward position</b> (Describe)	<b>N</b>
<b>Walking</b> (Up or down steep slopes)	<b>O</b>	<b>Temperature</b> Task involve working in extremes of temperature - hot or cold	<b>O</b>		
<b>Climbing</b> (in and out of plant)	<b>N</b>	<b>Confined Space</b> (confined spaces work)	<b>N</b>		
<b>Climbing</b> (stairs, ladders, scaffolding)	<b>N</b>	<b>Radiation</b> Tasks involve magnetic or radiation sources	<b>N</b>		
<b>Manual Handling</b> Task involve manual handling of objects (lifting, lowering, carrying, pushing, pulling, restraining) Light, Moderate, Heavy	<b>Light</b>	<b>Hazardous Substances</b> Tasks involve working with hazardous substances	<b>O</b>	<b>Cardiovascular Fitness level required for position</b> Low (sedentary) Medium High (constantly on feet, repetitive physical work)	<b>Med</b>

<b>Core Competencies for all Staff</b>	
<b>Responsibility</b>	<b>Performance Measure</b>
Demonstrate an appropriate knowledge of Neighbourhood Central's philosophical base, structure and services with particular emphasis on one's own area of employment	<ul style="list-style-type: none"> <li>• Ability to communicate knowledge of Strategic Plan and how it relates to position and Neighbourhood Central's goal</li> <li>• Accept responsibility for and manage own work</li> <li>• Always represent Neighbourhood Central in a positive manner</li> </ul>
Display a client focused attitude when dealing with both internal and external clients	<ul style="list-style-type: none"> <li>• Responses and actions are appropriate</li> <li>• Difficult customer situations are dealt with appropriately and without delay</li> <li>• Prioritise customer care as a key issue</li> </ul>
Prioritise and respond to tasks within agreed timeframe	<ul style="list-style-type: none"> <li>• Tasks are kept up to date</li> </ul>
Communicate in a clear and concise manner when dealing with clients and fellow employees	<ul style="list-style-type: none"> <li>• Clarify communications to ensure they are understood</li> <li>• Document all dealings of consequences</li> </ul>
Deliver a high quality service and seek ways to improve work processes	<ul style="list-style-type: none"> <li>• Client needs and expectations are correctly identified</li> <li>• Demonstrate an attitude of proactive system improvement</li> </ul>
Co-operate with other employees, actively seeking to share the workload and assist in enhancing team morale	<ul style="list-style-type: none"> <li>• Proactively set and meet work goals</li> <li>• Need for additional support to improve performance is communicated with supervisor</li> <li>• Assist others in meeting team goals and deadlines</li> <li>• Demonstrate teamwork and cooperation both within team and across all services</li> </ul>
Demonstrate a commitment to Neighbourhood Central as the employer and maintain a high level of integrity, fairness, honesty and confidentiality	<ul style="list-style-type: none"> <li>• Demonstrate a strong work ethic and a commitment to high standards of internal and external service delivery</li> <li>• Always represent Neighbourhood Central in a positive manner</li> <li>• Understand and comply with Code of Ethics and Conduct</li> </ul>
Show respect to other employees and actively discourage all forms of discrimination, harassment and bullying	<ul style="list-style-type: none"> <li>• Behave ethically at all times in the workplace</li> <li>• No substantiated complaints received</li> <li>• Follow and promote EEO principles and deal with others fairly and impartially</li> <li>• Treat other employees with non-discriminatory and non-bullying behaviour</li> </ul>
Demonstrate an understanding of Neighbourhood Central's Work Health and Safety policies and procedures and conform to all WHS requirements of the job	<ul style="list-style-type: none"> <li>• Evidence that WHS is understood, and policies and procedures are followed</li> <li>• Actively and positively contribute to participative arrangements for the management of WHS</li> <li>• Implement and monitor risk control measures</li> <li>• Consistently identify and report inadequacies</li> </ul>
Actively take part in all relevant programmed training activities where appropriate and seek to improve performance by gaining new skills and knowledge	<ul style="list-style-type: none"> <li>• Accept continuous learning as part of requirement of position</li> <li>• Opportunities to meet identified development and learning needs are discussed and accepted</li> </ul>

## WHS RESPONSIBILITIES

<b>WHS Responsibilities</b>	
<b>WHS for Employees</b>	<b>Performance Measure</b>
Ensure all work is performed in accordance with requirements of Neighbourhood Central's Work Health and Safety policies, procedures and legislation	<ul style="list-style-type: none"> <li>• Conform to WH&amp;S policies and procedures</li>   <li>• Knowledge of, and use of SWMS and standard operating procedures</li>   <li>• Complete Risk Assessments where appropriate</li> </ul>
Take reasonable care for employees own Work Health and Safety as well as that of others	<ul style="list-style-type: none"> <li>• Use of SWMS and Standard operating procedures</li>   <li>• Complete Risk Assessments</li> </ul>
Have an understanding of the Work Health and Safety requirements associated with their employment	<ul style="list-style-type: none"> <li>• Training records</li> </ul>
Report all identified hazards, accidents/incidents and near misses to direct supervisor, Safety Officer and/or Executive Officer	<ul style="list-style-type: none"> <li>• Hazard identification reports completed</li>   <li>• Workplace inspection reports</li> </ul>
Use and maintain all safety equipment and personal protective equipment (PPE) where relevant in accordance with relevant standards	<ul style="list-style-type: none"> <li>• PPE worn and maintained</li>   <li>• Knowledge and use of standard operating procedures</li> </ul>
Work in accordance with relevant standards	<ul style="list-style-type: none"> <li>• Training records</li> <li>• Supervisor site inspection records</li> </ul>
Correct Manual Handling techniques are identified and used	<ul style="list-style-type: none"> <li>• Manual Handling included in all risk assessments</li> <li>• Training in Manual Handling</li> <li>• Correct techniques followed</li> </ul>
Correct Ergonomics of office workstations are followed	<ul style="list-style-type: none"> <li>• Demonstrate ability to set up workstation ergonomically</li> </ul>