

## Job Description

<b>Position:</b>	Student Administration Assistant
<b>Employment Status</b>	Part/ Full-time 30 – 38 hours per week
<b>Classification:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 – Level 2 (above award pay rate)
<b>Responsible to:</b>	Administration Team Leader, LD
<b>Responsible for:</b>	Administration

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### About MHCC

The Mental Health Coordinating Council (MHCC) is the peak body for non-government mental health community-managed organisations (CMOs) across New South Wales (NSW). MHCC has over 100 voting member organisations which provide a diversity of psychosocial and clinical services. MHCC advocates recovery oriented and trauma informed practice and works closely with its members and other stakeholders to build capacity and improve mental health service delivery to people with lived experience of mental health conditions, their families and carers in NSW.

MHCC takes a leadership role in advocating the vital importance of the mental health community managed sector. We participate extensively in policy reform and work in partnership with State and Commonwealth Governments to build cross-sectoral collaboration and understanding.

We initiate, manage and conduct research and sector development projects on behalf of and in partnership with the sector and build capacity through partnerships, collaboration and workforce development.

MHCC is a Registered Training Organisation (RTO) providing accredited and non-accredited courses and professional development to community sector workers and other stakeholders.

### MHCC's Vision

*People with lived experience are the drivers of positive change in all mental health services and mental health reform*

### MHCC's Purpose

*To build the capacity and ability of community organisations to support people on their recovery journey*

### MHCC's Underlying Principles

- Good mental health is about the whole person: their psychological, physical, emotional and spiritual needs
- Service user input is central to the promotion of mental health and the delivery and management of services
- Communities need to provide a diversity of mental health services designed to meet local needs

- An across-government and sector approach to mental health promotion and service delivery is required
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### **About the Role**

The Student Administration Assistant sits within MHCC's Learning & Development (LD) team. The position is responsible for maintaining administrative processes within the Registered Training Organisation (RTO) arm of MHCC and providing student support appropriate to the role. The position requires a self-motivated person with a high level of attention to detail, a strong desire to be part of a dynamic and innovative team and a commitment to implement and uphold MHCC's ethos. This person must be able to operate and cooperate effectively with others, take initiative and adjust to changes.

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### **Key Accountabilities**

#### **Main Duties**

- LD reception and mail duties
- Preparation, packing and couriering training materials
- Provide participant and trainer support as needed
- Assist participants with student placements
- Recommend the need for assessment clinics to support participant completion according to student progress
- Respond to student enquires regarding completion and in consultation with Training Services Team Leader, Trainer and other relevant staff determine reasonable adjustment options.
- Process and monitor allocated qualifications including enrolment, follow-up of missing information, completion plans (including reasonable adjustment), follow ups, assessor allocation and returns, scanning and return to students in a timely manner and issuing of certificates upon completion, including for fee paying participants, scholarship participants and participants funded through Smart and Skilled or other funding sources.
- Process and monitor paperwork for allocated Professional Development courses including follow-up of missing information and issuing of certificates upon completion
- Provide statistics and reports about student completions and support as required
- Develop and/or maintain a thorough understanding of Smart and Skilled funding, AVETMISS and Training Services NSW requirements for Registered Training Organisations
- Coordinate the process for Recognition of Prior Learning (RPL) between participant and RPL assessor
- Develop and/ or maintain an understanding of the qualifications offered (currently Certificate IV in Mental Health (CHC43315) and the Certificate IV in Mental Health Peer Work (CHC43515)) Training Packages. With a capacity to communicate these requirements to prospective and enrolled students
- Assist with resolving student issues in consultation with Training Services Team Leader
- Provide administrative support to senior staff in the day to day operations of LD and for projects as required
- Accurate data entry and maintenance of student management database
- Document, maintain, audit and archive data and files in accordance with MHCC policy
- Provide assistance with invoicing as required
- Participation in internal and external audits

- Filing, photocopying, scanning, letter preparation and other administrative support as required
- Organise, set up and minute take at LD meetings and events as required
- Booking of flights and accommodation and other travel as required
- Maintain stock levels of LD supplies at agreed levels
- Assist with formatting, creation and version control of documents and training materials as required
- Work with relevant MHCC administration staff to ensure coordination between MHCC and LD administrative systems

### **Teamwork**

- Work with relevant MHCC administration staff to ensure coordination between MHCC and LD administrative systems
- Work collaboratively with other team members
- Actively engage with other team members in continuous improvement of the LD and MHCC
- Attendance/participation at team meetings as required

### **Other**

- Understand the aims and objectives of MHCC
- Participate in and actively encourage a culture in accordance with MHCC values
- Create and facilitate a climate that is conducive to learning and is reflective of MHCC principles.
- Positively represent MHCC at all times, understand MHCC mission and aims and be aware of MHCC's role as a peak body
- Maintain and support a training culture that consistently represents MHCC values and its role as an industry based RTO that is responsive and adds value to the sector.
- Ensure that administration support is provided in a manner that represents MHCC's principles
- Provide a client-friendly service that caters for, and delivers on, industry needs and ensures the delivery of quality customer service
- Undertake professional development as required
- Attend / participate in relevant meetings and industry forums as required
- Abide by MHCC Policies and Procedures
- Abide by MHCC's Code of Conduct
- Ensure the practice of Workplace Health and Safety (WHS) standards are maintained by staff and self
- Ensure compliance with all Commonwealth and State legislative requirements governing MHCC activities (including but not limited to EEO, anti-discrimination, VET)
- In conjunction with relevant staff contribute to development and review of MHCC policies, procedures and systems
- Participate in annual performance appraisals
- Seek formal supervision if required
- Use equipment provided in a professional manner
- Other duties as required

## **Key Selection Criteria**

- Administration experience
- Attention to detail and capacity to maintain a high level of accuracy
- Enthusiasm and positive can-do attitude
- Good teamwork and people skills
- Excellent oral and written communication skills
- Experience in Student support or customer service
- Well developed computer skills in a Windows environment including experience with Microsoft Office
- Current driver's licence
- An interest in working in the not-for-profit or community services sector
- Experience in an RTO environment and an understanding of Training Packages is desirable but a willingness to learn is essential