

Job Description

Position:	Senior Administration Coordinator
Employment Status	Full-time 38 hours per week
Classification:	Social Community Health Care and Disability Services Industry Award – Level 4 (above award pay rate)
Responsible to:	LD Manager
Responsible for:	Administration

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 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 Senior Administration Coordinator plays a crucial role in the review, development and maintenance of MHCC LD's training administration systems. Working collaboratively with the LD Manager, LD Team Leader and Compliance/Quality Coordinator the Senior Administration Coordinator will provide mentoring and leadership to the LD administration team and oversight of MHCC's student data collection and reporting obligations.

Key Accountabilities

Main Duties

- Develop and maintain administration processes and systems in consultation with Manager LD and Team Leader LD
- Oversee and maintain all aspects of the training database to ensure student data is up to date and compliant with relevant regulations
- Monitor and prioritise workload of LD administration team and supervise outcomes
- Provide coaching to LD administration team
- Identify opportunities for administration systems improvement
- In consultation with the Team Leader LD and Manager LD identify staff professional development opportunities
- Work closely with the Senior Administration Officer (Training Logistics) to ensure all administrative requirements are met for training courses prior to commencement of training
- Administer and monitor training invoices and claims, including participant fees and refunds
- Oversee Smart and Skilled and VETFee Help funded training requirements, including reporting, financial caps and trainee training plans
- Coordinate annual ASQA reporting requirements, including submission of AVETMISS Data Activity and collection of Quality Indicator surveys
- General reception duties for the LD including providing course, assessment and enrolment information to current and prospective participants
- Filing, photocopying, letter preparation and other administrative support as required
- Organise, set up and pack away LD meetings and events as required
- Work with relevant MHCC administration staff to ensure coordination between MHCC administrative systems and the LD

Teamwork

- 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

- Undertake professional development as required
 - Attend/participate in trainer & assessor meetings as required
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- Promote the profile of the MHCC and LD to the sector and other relevant parties
- Adhere to MHCC policy and procedures
- In conjunction with relevant staff contribute to development and review of LD policies and procedures and systems
- Ensure compliance with all Commonwealth & State legislative requirements governing the MHCC business activities (including but not limited to EEO, Anti-discrimination, WHS, VET)
- Complete other duties as required

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.
- Ensure all training recognizes and reflects:
 - Consumer knowledge and experience
 - Carer perspective knowledge and experience
 - Industry knowledge and experience
 - Research and policy
- Positively represent MHCC at all time, 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 support and training 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

Key Selection Criteria

Essential

- Experience in vocational education administration, including, AVETMISS, Smart & Skilled and VETFee Help
- Experience coaching and supporting an administration team
- Ability to prioritise and plan team workloads to meet deadlines
- Experience working with Learning Management Systems and generating routine reports
- Good understanding of the VET sector and the *Standards for Registered Training Organisations (RTO) 2015*
- Excellent customer service skills and ability to establish and maintain effective internal and external relationships
- Excellent attention to detail and time management skills
- Certificate IV in Business Administration, or equivalent qualification or experience

Desirable

- Understanding of the community managed mental health sector
- Experience working in a not-for-profit RTO