

Job Description

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

Key Accountabilities

Main Duties

- Preparation, packing and couriering training materials
- Provide participant support as needed
- Recommend the need for assessment clinics to support participant completion according to student progress
- Respond to student enquires regarding completion and reasonable adjustment needs in consultation with relevant staff
- Process and monitor assessment tasks of allocated qualifications including follow-up of missing information, assessor allocation and returns, scanning and return to students in a timely manner
- 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
- Accurate data entry and maintenance of student management database
- Provide statistics and reports about student completions and support as required
- Document, maintain, audit and archive data and files in accordance with MHCC policy
- LD reception and mail duties
- Provide assistance with invoicing as required
- Participation in internal and external audits
- Filing, photocopying, 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
- Provide administrative support to LD projects as required

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
- 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

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 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 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

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
- Good computer skills including experience with Windows and Microsoft Office
- Current driver's licence
- An interest in working in the not-for-profit or community services sector