

Section / Service	Kurrajong Supported Living
Location:	Wagga Wagga
Reporting to:	Manager Supported Living
Supervises (direct and indirect):	nil
Last reviewed:	October 2022

**About Kurrajong** - Kurrajong is a voluntary charitable organisation offering a broad range of services to babies, children, young people and adults with disabilities (aged 0-65) and their families. Kurrajong is registered as a provider of National Disability Insurance Scheme (NDIS) services and supports.

**Our Vision** - To create open, accessible and inclusive communities for all people.

**Our Attributes** – We care, we are community focused on the needs of people with disability and their families, our services are anchored in the communities we serve, we seek continuous improvement and excellence.

**About the Service** - Kurrajong Supported Living provides accommodation and support services for children, adolescents and adults with disability. Types of accommodation include group homes within the community, assistance for people living at home, and short term accommodation to provide a break for families and carers.

Kurrajong Supported Living also promotes the health and well-being of clients through programs aimed at developing social and personal skills, household living skills and community engagement.

### **Position Summary**

The Administration Assistant provides clerical, accounting and customer service support to the Supported Living Managers based in Wagga Wagga. Key responsibilities include reception, general office duties and clients' data entry as required. The Administration Assistant is the first point of contact for Supported Living Wagga Wagga with existing and potential customers and therefore a pleasant and welcoming attitude is extremely important in this role.

### **Position Key Responsibilities**

Main areas of responsibility include:

1. Update client data base including individual personal files, medical files and other information.
2. Provide general word processing and data entry for Supported Living. This could include typing, minutes, letters and any other form of written correspondence.
3. Balance and recoup office petty cash as needed.
4. Balance and recoup client petty cash books weekly from Trust account.
5. Balance and recoup house petty cash books weekly by cheque at the bank.

## Position description

6. Reconcile house account bank statements.
7. Maintain on call roster and prepare monthly payments for on call staff.
8. Update and maintain resource records.
9. Answer phone and greet visitors to building. Take messages and follow up as necessary.
10. Order stationery, kitchen supplies, toners for houses, gloves, medication charts and any other required office supplies.
11. Keep kitchen tidy, organize security shredding collection and any other general maintenance issues.
12. Preparation and data entry using complex linked excel templates for NDIS funding for all clients and houses ensuring all prices and calculations are current and updated.
13. Development of new and maintenance of existing complex linked excel spreadsheets used for record keeping and funding purposes throughout the office.
14. Prepare car rosters.
15. Organise payment of clients rent and other monthly invoices payable to Kurrajong.
16. Organise payment of monthly house invoices to Kurrajong.
17. Ensure clients have sufficient money for fortnightly spending as per their budget. Keep budgets updated as required and recoup fortnightly cash.
18. Ensuring drop off and collections twice daily between accommodation and front office.
19. Organise payments to suppliers, service providers for client invoices and organize medicare refunds.
20. Organise and keep records of keys for all houses for staff and get new copies when needed.
21. Send out trust information for families each month.
22. Updating car logs as needed.
23. Organise transport and accommodation for clients for holidays and outings.
24. Allocate payments to clients and houses from monthly taxi invoices.

Please note: This list is indicative only and is subject to change. All Kurrajong staff are required to comply with any reasonable work requests as directed by the Manager of the area.

### Position Selection Criteria

#### Qualification, Certificates and Licences

1. Relevant qualification is desirable i.e. Certificate in Business Administration
2. Current Class C Drivers Licence
3. NSW Working with Children Check clearance (or willing to obtain)
4. NDIS Worker Screening Check (or willing to obtain)

#### Experience, Skills & Knowledge

The candidate should have:

1. Good attention to detail
2. Experience in office administration duties
3. Computer literacy with the Microsoft suite of products

## Position description

4. Excellent communication skills (written and verbal) and the ability to deal with a variety of stakeholders, internally and externally
5. Problem solving and logical thinking skills
6. Ability to organise and prioritise workload and work to tight deadlines
7. Ability to work independently as part of a semi-supervised environment and also the ability to work as part of a team.
8. Demonstrated ability to deliver quality customer service, contribute to service improvements and adapt to change
9. Ability and commitment to comply with Work Health and Safety, Risk Management and Quality Assurance requirements

### Risk assessed role requirements in accordance with the NDIS Quality and Safeguarding Standards

- NDIS Worker Screening Check
- Working with Children Check
- NDIS Worker Orientation – Quality, Safety and You

### Signed and Accepted:

Staff Signature: [acceptance\_status]

Date: [acceptance\_date]