

# Position Description

## Information & Administration Officer (Royal Commission)

<b>Reports to:</b>	Project Manager – Royal Commission
<b>Directorate/Department:</b>	Chief Executive Office / Royal Commission
<b>Number of direct reports:</b>	As per Organisational Structure
<b>Employment Type:</b>	Full-Time Fixed Term Contract – 2 Years
<b>Salary/Award Classification:</b>	Level 3 – Social, Community, Home Care and Disability Services Industry Award 2010  Community Living Australia has charitable status for Fringe Benefits Tax purposes and is therefore able to offer taxation benefits through salary sacrifice



### Position Purpose

The Information & Administration Officer – Royal Commission will provide quality administrative and information management support and services to the internal Royal Commission team.

The role will assist the Project Manager – Royal Commission in navigating the internal workings of Community Living Australia to deliver on requests from the Royal Commission, collating findings in a professional and timely manner.

### Principal Duties

- Provide quality administrative and information management services and support to the internal Royal Commission team
- Contribute to, and assist with, establishing and maintaining protocols, processes, workflows, systems and templates required to respond to all queries and notices to produce information
- Work cooperatively across the organisation to locate and compile a broad range of documentation and information required to respond to notices to produce from the Royal Commission
- Coordinate and provide support to arrange meeting and prepare agenda and minutes

- Maintain the Royal Commission Project Register for all correspondence, tasks and minutes
- Observe and manage sensitive, confidential and private information
- Communicate information to a range of stakeholders, selecting appropriate methods and tone for the audience in accordance with the Royal Commission communications and engagement plan
- Monitor information from a range of sources, review, assess and flag priority areas as identified by the internal Royal Commission team
- Build and maintain quality relationships with colleagues and other stakeholders
- Other duties as directed that are within the limits of the employee's skill, competence and training
- Demonstrate behaviours that support organisational values and a positive workplace culture
- Apply WHS legislation and create and manage a safe work environment
- Work collaboratively with peers and colleagues, across the organisation, to achieve organisational objectives

The responsibilities as specified above may be altered in accordance with the changing requirements of the position.

## **Core Competency/Capability**

*(NDS CSS 4)*

*These six core competencies are the capabilities that need to be demonstrated in order for the incumbent to be functional in their role and links to the NDS competency framework*

### ***Sector & organisation purpose & values***

- An enhanced working knowledge of a human rights based approach and the individual and community context, and sector and organisation purpose and values. Encourages sector and organisation approach and values in other team members.

### ***Leadership & teamwork***

- A skilled team member, acting as a resource for a small work group on a regular basis, providing coaching and feedback. Shares knowledge and information with less experienced team members. Varies own schedule, contacting senior staff only to seek specialised help or notify progress or work.

### ***Communication***

- Contacts people on non-routine practical matters and external organisations on routine practical matters. Able to communicate flexibly in an appropriate manner. Supports others to effectively record and report. Able to resolve conflicts. Has a network of relevant contacts. Deals with many issues presenting and, when outside skill set, ensures involvement of more experienced person.

### *Customer relations*

- Works with customers to explore and resolve their practical complex needs, expectations and goals. Uses understanding of relevant service delivery theory and has operational knowledge of supports and services available. Is flexible and suggests alternatives and gathers information to enable effective referral. Undertakes service liaison/communication with customers during complex problem resolution. Understands confidentiality and diversity aspects. Understands and assists with building and maintaining relevant stakeholder relationships.

### *Personal accountability*

- Adheres to organisation policies & procedures and all relevant government legislation and standards. Encourages others. Understands and interprets complicated standards which require variations to procedures. Adopts a professional approach to own accountability and influences others. Supports safe work practices. Recognises responsibility in maintaining own organisation's image and reputation and assists other staff.

### *Innovation*

- Meets responsibilities using a resourceful and creative approach. Seeks opportunities to innovate within the context of the role. Solves problems requiring the practical application of theory. Understands why risk mitigation and continuous improvement are important and can convey this to less experienced staff.

## **Skills & Experience**

*To perform this role successfully the incumbent must be able to satisfactorily demonstrate the following key qualifications, experience and skills*

### *Academic or Professional Qualifications*

#### **Essential**

- Certificate IV in Business Administration or equivalent
- Legal Services, Paralegal or Government Administration (*desired*)

### *Skills & Delivered Performance*

- Experience providing administrative and information management support services in a busy and complex working environment
- Experience in preparing documentation for production under legal processes (Notice to Produce, Subpoena, Freedom of Information)
- Knowledge of the National Disability Insurance Scheme (NDIS) and the NDIS Quality and Safeguarding Framework
- Ability to maintain diplomacy and discretion in dealing with confidential, sensitive and private information

- Sound computer literacy, with solid experience using MS Office (Word, Excel, Outlook, PowerPoint) and a diverse range of other software – such as SharePoint and electronic document discover systems such as eLaw
- Ability to touch type with sound word processing skills, including an appropriate level of speed and accuracy
- Ability to apply sound interpersonal skills including the ability to communicate both in writing and verbally
- Experience managing priorities and workload in a busy and complex environment
- Demonstrated self-motivation and ability to work independently
- Ability to work effectively as part of a team in a fast changing environment and work to deadlines
- Affinity with nonprofit organisation's and respect for their philosophy and values
- Demonstrated commitment to continual professional and personal development

### *Special Requirements (Essential)*

- Have and maintain a current Australian Class 1 Drivers Licence for duration of employment
- Obtain and maintain a DHS Disability Services Employment Screening
- Participate in the supervision and performance appraisal processes to establish performance objectives and KPI's ongoing
- Travel to service regions, sites and locations
- Attend meetings, training and professional development as required
- Private use of vehicle – adhering to the conditions and requirements of the Motor Vehicles (Use of Private Vehicle) Operating Procedure
- Accessibility to a personal mobile phone or tablet device that has a data plan enabling access to the internet for the purpose of recording time worked and accessing rosters
- Work across multiple worksites and/or relocate to other worksites (within reason) as required
- Some out of hours work may be required

### *Authority to Act*

This position operates within

- Policies and procedures, guidelines and codes of conduct
- The defined limits of delegated authority
- The confines of budgeted restraints, relevant legislation, regulations and by-laws
- Financial Delegations Matrix

## *NDIS Code of Conduct*

There are 7 minimum standards Community Living Australia and their workers must meet:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of people with disability
- Provide support and services in a safe and competent manner, with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct

## *Accepted and Approved*

### **Employee**

**Name:**

**Signature:**

**Date:**

### **Project Manager – Royal Commission**

**Name:**

**Signature:**

**Date:**