

<b>Position Title</b>	Administration Officer – Auslan at Home
<b>Department</b>	Education
<b>Reports To</b>	Community Education, Team Leader
<b>Location</b>	Brisbane

### Position Purpose

The Administration Officer, Auslan at Home will be proactive in coordinating all aspects of the ‘Auslan at Home’ sessions run by Deaf Connect. Additional co-ordination and administration support as directed by the Community Education, Team Leader will also be required in peak times to support the operations of the education team.

### Position – Key Result Areas

<b>Has direct responsibility over</b>	<b>[1]</b>	<b>Recommends, advises, interprets</b>	<b>[2]</b>
<b>Shares responsibility with others</b>	<b>[3]</b>	<b>Provides information</b>	<b>[4]</b>

### Accountability [1-4]

#### Auslan at Home Administration

[1]

In consultation with and at the direction of the Community Education, Team Leader, work closely with the additional Administration Officers, Auslan at Home:

- Respond to telephone and email enquiries about ‘Auslan at Home’ and liaise with families and other areas of Education to ensure smooth delivery of service.
- Oversee the administration of ‘Auslan at Home’ sessions including dealing with initial enquiries, managing internal referrals, working out and providing quotes on individualised courses, completing Service Partnership Agreements, invoicing and following up account payment, setting up and maintaining participant files and updating the database.
- Work with other members of the Community Education team as required to allocate tutors and determine the relevant curriculum and work with the families to ensure smooth delivery of service.
- Work with Community Education, Team Lead to ensure that tutors are paid in a timely manner, and claims are made from the NDIA for services provided.
- Maintain accurate administrative records for auditing and reporting purposes

### General

[1]

- Develop and recommend general office procedures and systems to support the activities of the role
- Assist and support the Education service as directed by the Community Education, Team Leader

### Other duties as directed

## Decision Making

Decisions	Recommendations
Time Management and Work priorities	Policy and Service Directions and Priorities
To take appropriate action in relation to matters of urgency that may arise and make routine judgements on advice and information given, ensuring the safety of self, staff and visitors.	To make recommendations regarding policy and operational procedures and the improvement of overall efficiency of services provided by the Education Team

## Primary Relationships

Internally	Purpose
Community Education, Team Leader	Direct Line management, support and supervision
People and Culture – Quality management Coordinator	Collaboration, liaison, support, advice
All Education staff,	Shared strategic direction, collaboration and optimization of resources
NDIS Project Managers and Admin COP	Advice on NDIS specific queries and streamlining of NDIS process
External	Purpose
All visitors and stakeholders	Information, Direction and Liaison
Members of the Deaf community, subject matter experts and relevant community and professional bodies	Industry consultation, subject matter knowledge and support

## Persons or functions that report to the position holder:

N/A

## Knowledge and Skills - Critical Skills

Requirement for Skills / Knowledge in this position

N = None	L = Little Need	D = Desirable
M = Moderate	I = Important	C = Critical

	N	L	D	M	I	C
<b>Innovating</b>			*			
<b>Planning</b>						*
<b>Organising</b>						*

<b>Financial Management</b>		*				
<b>Customer/Client Orientation</b>						*
<b>Administration</b>						*
<b>Auslan</b>						*
<b>Vision</b>				*		
<b>Data Gathering</b>				*		
<b>Problem Solving</b>						*
<b>Deciding</b>				*		
<b>Implementing</b>					*	
<b>Communicating</b>					*	
<b>Lobbying</b>			*			
<b>Negotiating</b>						*
<b>Consulting</b>					*	
<b>Participating</b>						*

## Selection Criteria

### Essential

- Auslan skills
- Knowledge and awareness of Deaf Community and Culture
- Demonstrated ability to perform administrative tasks including, management liaison, coordination activities and filingsystems
- Computer skills: Advanced level of Microsoft Office Suite particularly Word, Excel, and PowerPoint, and general database knowledge
- Ability to adopt a flexible approach to work tasks and preparedness to implement changes as the need and opportunity arise
- Excellent interpersonal skills with the ability to promote the service in a professional manner
- Ability to work with minimal supervision
- Sound organisational and time management skills

### Desirable

- Post-secondary studies in office and administrative studies or equivalent experience
- Understanding of the National Disability Insurance Scheme (NDIS)
- Experience in working within a team environment

### Salary

Salary will be based on qualifications and level of experience. Salary packaging will also be available.

**Please sign below your agreement of the above position description.**

Name \_\_\_\_\_ Signature \_\_\_\_\_

Date \_\_\_\_\_