

POSITION DESCRIPTION

Office and Assessments Administrator

The Office and Assessments Administrator provides:

- administrative support for the SPELD NSW's psychological assessments clinic
- customer service to SPELD NSW's clients and supporters.

Basis of Employment

This role is a part-time role (14 hours per week) and to be undertaken over 2 days per week (Tuesday and Wednesdays) from 8.30am to 4pm (including an unpaid 30 minute lunch break).

There is some potential that this role may increase to 21 hours, to be undertaken over 3 days, from March 2021.

This role will be based in the SPELD NSW office in Parramatta.

The SPELD NSW office is closed for 3 weeks over the summer holidays and re-opens 2 weeks before the school term re-commences in the new year; accrued annual leave is generally taken during this closure period. Additional flexibility can be discussed and agreed in relation to some part of the remaining school holidays.

Main Duties/Responsibilities

1. Psychological Assessment Administration

To be responsible for providing administrative support to the SPELD NSW's psychological assessments clinic, including to:

- Respond to queries from clients about booking psychological assessments
- Make bookings for psychological assessments
- Maintain waitlist and bookings system for upcoming appointments
- Prepare and send booking paperwork to clients
- Collate and maintain client files
- Ensure the safe-keeping and security of client files
- Prepare correspondence to clients
- Assist psychologist with administrative assistance

2. Customer Support and Office Administration

To provide appropriate and effective customer support and office administration services, including to:

- Provide telephone, email and reception customer service to members, clients and supporters including by registering attendees for events, recording

requests for support from the referral and information service, assisting members with applying for and renewing their membership and making sales from the bookstore

- Enter new customers and supporters into SPELD NSW's database
- Organise and undertake postal and mailing requirements for the office including by attending to incoming and outgoing mail
- Undertake document management (copying, printing, laminating, filing etc) tasks as required
- Ensure the overall tidiness of the premises, and their general professional appearance
- Set up the office for upcoming professional development events and parent seminars and provide assistance as necessary with professional development events and parent seminars. Generally, this will be done during SPELD NSW office hours, however, these tasks may be completed outside working hours only by mutual agreement
- Assistance with the preparation of professional learning resources
- Assistance with other administrative tasks from time to time

3. General support

To support the Executive Officer in the implementation of SPELD NSW's objectives, policies and practices, particularly in respect of confidentiality, privacy, workplace health and safety and equal opportunity, and to undertake such other appropriate duties as directed in order to achieve these goals.

Relationships

This position reports to the SPELD NSW Executive Officer.

The key interactions of the role are with:

- the Executive Officer.
- other members of staff and SPELD NSW volunteers, in particular the psychologist
- SPELD NSW members, supporters and clients
- SPELD NSW suppliers

Selection Criteria

Essential

- a) Excellent organisational skills and attention to detail
- b) Strong customer service skills
- c) Good written and oral communication skills
- d) Strong understanding and respect for client confidentiality
- e) Computer skills, including knowledge of Excel and Word
- f) Demonstrated ability to work co-operatively under the direction of the Executive Officer, in a team as well as independently as required
- g) Ability to be flexible, take initiative, organise own work and multi-task

- h) Prior office administration experience

Desirable

- a) Experience using database software
- b) Experience working in a medical / allied health practice
- c) Familiarity with the NSW educational environment and an understanding of learning difficulties
- d) Experience working in a not-for-profit organisation

Appointment Prerequisites

- a) Current Working with Children Check

Prepared by:	Georgina Perry	10 August 2020
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