



POSITION DESCRIPTION

STARTTS is committed to Equal Employment Opportunity (EEO) and anti-discrimination policies.

POSITION NUMBER: 1004

Date reviewed/created: April 2021

POSITION TITLE: Administrative Services Team Leader

TEAM: Corporate Services

LOCATION: Carramar

AGREEMENT: "NSW (Non-Declared) Affiliated Health Organisations' Health Employees Agreement".

CLASSIFICATION: Health Manager Level 2

A generous salary packaging scheme is also offered.

PERIOD OF APPRAISAL: Performance will be assessed within 6 months of commencement and a 6 month probationary/qualifying period will also apply.

Background to STARTTS

STARTTS is a state-wide service funded by the NSW Department of Health and Commonwealth Department of Health to provide high quality assessment, treatment and rehabilitation services to people living in NSW who have experienced organised violence or trauma associated with the refugee experience. STARTTS is an Affiliated Health Organisation (AHO), a Non-Government Organisation whose services are deemed to be part of the NSW public health system.

STARTTS' service provision philosophy is predicated on a bio-psycho-social framework that incorporates a large range of clinical and psycho-social interventions informed by the latest advances in neuroscience and evidence based practice in relevant fields. As such, STARTTS provides a broad range of services including assessment; counselling for all age groups; psychiatric assessment and interventions; family therapy; group interventions; body-focused interventions such as massage, physiotherapy, acupuncture and pain management groups; support groups; programs for children and youth; and various strategies to increase the capacity of support networks and refugee communities to sustain their members.

The focus of the STARTTS' approach is on building capacity and empowering people and communities to take control over their own lives, using a strengths-based approach and building on individual, family, community and cultural strengths.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: Deputy Chief Executive Officer
2. Responsible for: Administration Team - Management of effective administrative services in relation to administrative and physical resources across STARTTS sites state-wide.

SELECTION CRITERIA:

Essential Criteria:

1. Proven experience in administrative support/reception and executive support.
2. Demonstrated experience in office administration and physical resources administration.
3. Demonstrated knowledge and understanding of Work Health and Safety (WHS) issues and objectives.
4. Excellent planning, time management and organisational skills particularly in the area of managing multiple tasks and working within a multidisciplinary team.

5. Well-developed proven experience in team leadership and performance management, managing and mentoring a team within a multidisciplinary and multicultural environment.
6. Highly effective communication and interpersonal skills (verbal and written) and demonstrated ability to work collaboratively with a variety of internal and external stakeholders, building and maintaining professional relationships.
7. Demonstrated computer literacy, and demonstrated experience in using MS office programs, including Excel.
8. NSW Drivers' licence.

Desirable Criteria:

1. Qualifications in or currently undertaking relevant studies in administration or management.
2. Knowledge of purchasing and accounting systems.
3. Experience in the development and implementation of administrative policies and procedures.

*This position is not considered child-related employment and will require a National Criminal Record Check.

BRIEF DESCRIPTION OF ROLE

The Administrative Services Team Leader is responsible for managing STARTTS administrative team in providing an effective and efficient administrative support system. Managing performance, coaching, mentoring and developing the administrative team members, as well as the implementation and maintenance of STARTTS physical infrastructure.

The position holder will be required to actively manage the WHS Committee as well as liaise with external service providers in regards to physical resources management.

PRIMARY OBJECTIVES:

1. To ensure the effective administration of STARTTS reception, data processing, executive support and other relevant Administrative Support Services to support organisational objectives and promote efficiency and accountability.
2. To manage the physical infrastructure of STARTTS in order to ensure high level business capacity.
3. Manage contracts for goods and services requirements for STARTTS.
4. To efficiently manage the team and team members' work performance.

PRIMARY DUTIES:**1. Corporate Services Support and Administration**

- 1.1. Oversee various matters as required in relation to administrative support staffing, physical resources, contract management, environmental sustainability, data processing and Work Health and Safety (WHS).
- 1.2. Liaise with STARTTS Program Coordinators and Team Leaders to evaluate and receive feedback on appropriate administrative support strategies.
- 1.3. Participate in Service Development and Team Leader meetings as required.
- 1.4. Manage expenditure within budget for identified Admin Services Team resource management and operational budget for all sites.
- 1.5. Support organisational meetings through minute taking and delegation of responsibility to Admin Services team members as required.

2. Admin Team Support and Leadership

- 2.1. Day-to-day management and supervision of identified administrative staff for the Service, including undertaking regular supervision and support meetings.
- 2.2. Ensure efficient and effective allocation of admin support staff to meet organisational needs and support effective service delivery. This includes recruitment and management of casuals and agency temp staff to cover absences.
- 2.3. Provide induction of new Admin Support staff, and where required contribute to wider STARTTS group, through STARTTS generic staff orientation program.
- 2.4. Ensure the training and staff development of administrative support staff and multi-skill staff to work across the administration team to effect the work of administration for the Service.
- 2.5. Undertake performance management and appraisal functions for staff within direct responsibility
- 2.6. Facilitate Administrative Support Team meetings
- 2.7. Respond effectively to grievance and disciplinary matters, conducting interviews and putting in place strategies to manage Admin Support staff optimally.
- 2.8. Supervision of Admin Services Team in relevant procedures and processes to maintain accurate staff establishment.
- 2.9. Maintain current Admin Services Team position descriptions including assessment of WH&S and Risk Management factors for all positions.
- 2.10. Attend Grading Committee meetings where required to evaluate regrading requests relevant to Admin Services Team members.
- 2.11. Ensure Admin Support staff receive training in all mandatory training such as: A Safer Workplace; Manual Handling; Child Protection & WHS.

3. Physical Resource Management

- 3.1. Undertake day to day responsibility for all STARTTS premises and undertake proactive action to ensure a high-quality physical environment which supports STARTTS productivity and effective and efficient delivery of services across sites state-wide.
- 3.2. Liaison with various bodies and service providers as required for physical resource management and maintenance including contract negotiation and contract management.
- 3.3. Chair regular site management and inspection meetings, address and follow up identified issues, and provide regular reports to the Deputy Chief Executive Officer.
- 3.4. Develop and implement maintenance schedule for STARTTS physical resources.
- 3.5. Maintain Assets Register in relation to Admin Support function.

4. Work Health and Safety

- 4.1. Chair the WHS Committee meetings
- 4.2. Provide leadership in meeting the WHS objectives of the organisation.
- 4.3. Ensure WHS Committee meetings minutes are appropriately undertaken and distributed and accessible to all staff.
- 4.4. Manage through the consultative process, at the WHS meetings, the annual WHS audit.
- 4.5. Ensure staff and Managers are informed of and receive relevant training in Work Health and Safety.
- 4.6. Ensure STARTTS sites meet the Fire Wardens and First Aid Officers requirements at all times.
- 4.7. Oversee the process of identification, assessment and control of WHS risks (using HAZPAK) and in consultation with the WHS Consultative Committee.

- 4.8. Receive, review and present reports for all incidents/accidents to WHS Committee; keeping appropriate records.

5. Quality Improvement and Service Development

- 5.1. Assist in the introduction of work practices and technologies to increase the quality and efficiency of the Service.
- 5.2. Undertake relevant Quality Improvement and performance indicator activities in relation to Admin Services Team
- 5.3. Participate in quality management activities as required.
- 5.4. Involvement in projects related to the development of STARTTS, particularly those that promote best practice and continuous improvement.
- 5.5. Maintenance of an appropriate personal development program.
- 5.6. Assist in planning of educational activities and conferences for STARTTS
- 5.7. Chair Environmental Committee meetings as required

6. Performance Measures

- 6.1. Effectiveness of verbal and written communications.
- 6.2. Quality of presentation of submissions and financial information.
- 6.3. Appropriateness, accuracy and timeliness of information provision.
- 6.4. Responsiveness to the needs of STARTTS with regard to flexibility in attendance at meetings outside the “normal” working hours.
- 6.5. Efficient use of resources.
- 6.6. Quality of participation in the planning activities of STARTTS
- 6.7. Maintain up to date data skills, knowledge and practice.

7. Personal

- 7.1. Participate in STARTTS Performance Management program and in the development of an annual Work Plan for self and for team members.
- 7.2. Be an active participant in team meetings to maximise contribution to the work of the team
- 7.3. Participate in STARTTS staff meetings, team meetings and other relevant meetings
- 7.4. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 7.5. Participate in identifying quality improvement initiatives/strategies.
- 7.6. Attend and participate in all training opportunities identified for the role.
- 7.7. Liaise with and seek senior advice as required.

8. As a STARTTS employee you are expected to:

- Have commitment to Human Rights, EEO, WHS and Safe Work Practices.
 - Carry out the role and responsibilities in a manner that is consistent with delegations, policies, procedures and operations systems of STARTTS and in line with STARTTS Code of Conduct.
 - Maintain confidentiality and exercise discretion in relation to all STARTTS matters.
 - Actively seek to improve skills and knowledge that will benefit the organisation.
 - Project a professional image at all times and in all situations.
 - Undertake any other duties that may be required within the area of work.
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Equal Employment Opportunity and Staff Relationships:

- STARTTS is an Equal Employment Opportunity (EEO) employer and encompasses its philosophy and practice.
- STARTTS rejects racism and sexism in all its forms and is committed to the elimination of racial and gender discrimination including direct and indirect racism and sexism, racial vilification, and harassment.

STARTTS Workplace Policies

You must observe and comply with the provisions set out in any and all written policy, practice or procedure of STARTTS. A breach of STARTTS' policies, practices and procedures may result in disciplinary action up to and including termination of your employment.

Work Health & Safety responsibilities:

- Comply with STARTTS WHS policies and procedures.
- Work with due care and consideration to safeguard your own health and safety and the health and safety of others, and to report to your Supervisor any potential hazards, mishaps, incidents or injuries that may occur or become aware of during the course of work.

Risk management responsibilities: All staff have a responsibility to identify any risks (ie the chance of something happening that will have an impact on the objectives of the organisation) in the course of their work and to inform their supervisor, as per the *STARTTS Risk Management Policy and Program*.

Smoke-free Workplace

STARTTS is completely smoke-free. This means that smoking is not allowed in any STARTTS' buildings, vehicles or grounds, there are no designated smoking areas. As an employee you are required to comply with the 'Non-smoking' Policy.

I have read the **Administrative Services Team Leader** Position Description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with STARTTS' policies and procedures and can be required to work in any location under the jurisdiction of STARTTS.

I also agree to strictly observe STARTTS' policy on confidentiality of client information or such other sensitive or confidential information that I may come across in the course of my employment.

Employee Name: _____
Please print

Employee
Signature: _____ **Date:** _____

CHIEF EXECUTIVE OFFICER: Jorge Aroche

Signature: _____ **Date:** _____

Next position description review due: April 2023