



Hear and Say

a firstvoice centre

Administration Assistant Brisbane

Position Description

Version: 1.0
January 2012

Reports to Clinic Support Co-ordinator

BASIC JOB PURPOSE

The Hear and Say Centre Administration Assistant is a support person for many Clinical administrative requirements. Accordingly the Assistant must possess the attributes that will present a professional front for all the Centre's activities.

These attributes include but are not limited to personal presentation, courteous and effective communication and professional approach to all activities.

The *outcomes* the Centre seeks from this position are:

1. the Centre Values (refer intranet) are adhered to in all work practises, especially in regards to meeting the needs of the families accessing services;
2. Centre Policy and Procedures are adhered to ensuring a safe, harmonious and efficient work environment;
3. consistently friendly and welcoming point of contact for all stakeholders;
4. maintain a professional appearance and work environment;
5. coordination of duties to ensure timely and accurate transfer of information (scanning, typing, telephone enquiries, faxes etc) to all areas of the organisation;
6. Timely administrative support provided to Brisbane staff.

PRINCIPAL ACCOUNTABILITIES

Summary

Under the direction of the Clinic Support Co-ordinator the Administration Assistant will coordinate a variety of administrative tasks at the Auchenflower precinct (Munro Street and RiverCity).

Administration

- General typing, letter writing, taking minutes and journaling Therapy hours;
- Accurate Data Entry and Data Collation;
- Coordinate patient appointments in conjunction with appropriate staff in order to best meet needs of family.
- Creation and maintenance of Excel spreadsheets for various types of information
- Scanning Documents and saving documents to server in appropriate files
- Support the Receptionist with telephone calls in a consistently courteous and friendly manner;

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- Ensure that reception area, including kitchen, is kept tidy and clean;

Communication

- Ensure communication flow throughout entire organisation within an appropriate timeframe;

Clinic Support

- Provide administrative support to the Clinical Director and Clinical Managers
- Provide administrative support to audiology team and auditory-verbal therapy team;
- Coordinate Library system ensuring accurate records are maintained;
- Process Medicare & Better Start documentation and provide reports to relevant team members in appropriate timeframe;
- Assist with Outreach program including family liaison as instructed or required.
- Support to Training Development activities

Skills, Attributes

- Values driven
- Attention to detail
- Mature outlook
- Hardworking
- Ethical
- Family friendly
- Initiative
- Accuracy
- Patience

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