

## Position Description

<b>POSITION TITLE</b>	<b>BUSINESS SUPPORT OFFICER</b>
<b>LOCATION</b>	Deakin Head Office, Canberra ACT
<b>AGREEMENT/AWARD</b>	Karralika Programs Single Enterprise Agreement 2013
<b>CLASSIFICATION</b>	Level 1.1 – Level 2.3 (\$22.557 – \$34.884 per hour, negotiable)
<b>CONTRACTED HOURS</b>	Full-time, 76 hours per fortnight
<b>RESPONSIBLE TO</b>	Corporate Services Manager
<b>RESPONSIBLE FOR</b>	No line management responsibilities

### Organisational Context

Karralika Programs Inc. has been operating quality alcohol and other drug treatment programs since the establishment of the Karralika Therapeutic Community Program in 1978.

Karralika has a justifiable reputation for the delivery of high quality, client-centred and responsive alcohol, and other drug treatment support services through a mix of residential programs, educational programs, and community-based services.

Our approach to recovery is multidimensional, supporting our clients to learn about themselves behaviourally, cognitively and emotionally to achieve and sustain positive living. Recovery is an active process of discovery where clients develop a sense of: hope, meaning and purpose for life, community and belonging; and positive identity and pride. We see the potential in every individual – employees, clients and stakeholders and seek to consult and engage individuals in all aspects of our operations. We actively empower and enable individuals to advise, co-design and refine services, programs, and operations so their fullest potential might be realised.

### Vision

Our vision is to empower change and create new futures for optimal quality of life.

### Mission

Our Mission is to provide specialist end-to-end drug and alcohol services to support the needs of individuals, families and communities.



## POSITION PURPOSE

The Business Support Officer is part of the Corporate Services team and will undertake a range of administration and business support duties vital to the efficient and effective running of the organisation. The role is the first point of contact for consumers, clients and stakeholders and is responsible for providing administrative, program and business support, and general clerical duties.

The Business Support Officer will respond effectively to competing and often urgent requests in a professional and efficient manner while maintaining high work standards, confidentiality, and accuracy.

## FUNCTIONAL RESPONSIBILITIES

<p><b>Strategic Leadership and Management</b></p>	<ul style="list-style-type: none"> <li>• Understand and promote the vision and mission of Karralika Programs Inc. and represent the organisation effectively through various forums and activities</li> <li>• Contribute to the strategic directions and broader organisational policies and objectives of Karralika Programs Inc via consultative forums, sharing information and ideas to enhance the strategic direction of the organisation and to foster evidence-based clinical best practice; and</li> <li>• Support the continued sustainability of the organisation through encouraging evidence-based innovation, quality service delivery, operational effectiveness, and accountability.</li> </ul>
<p><b>Service Delivery and Program Management</b></p>	<ul style="list-style-type: none"> <li>• Provide reception duties including welcoming clients and stakeholders, answering incoming calls, redirecting calls, and taking messages</li> <li>• Ensure the reception area is well maintained</li> <li>• Assist clients with general enquiries</li> <li>• Ensure the confidentiality and client's rights and information are always respected and highly regarded.</li> <li>• Complete a range of administrative tasks including mail processing, preparing documentation, letters and other materials as required</li> <li>• Assist with the collation and distribution of information and resources to participants of programs</li> <li>• Assist with organising contractors to perform building maintenance (for example, cleaning, rubbish removal, air conditioning, test and tag services etc.) when required, across all sites</li> <li>• Ensure that stationery and kitchen supply orders are completed</li> <li>• Order equipment as requested and maintain ICT asset inventory and allocation of devices across Karralika sites</li> <li>• Electronic filing, hard copy filing, and archiving are completed as per the relevant policies and procedures</li> <li>• Assistance with fleet management, service bookings and record keeping</li> <li>• Updates to website content</li> <li>• Assist with the organising of events and/or catering required for meetings</li> <li>• Liaise with contractors/suppliers, monitor daily performance, and escalate issues where necessary</li> <li>• Maintain and use information databases including data entry and data retrieval tasks to support program objectives</li> </ul>



	<ul style="list-style-type: none"><li>• Coordinate head office security, ID cards, building access passes and key safe</li><li>• Maintain filing and information systems and provide general systems support (including archiving, storage, destruction)</li><li>• Contribute to and assist with activities to support Karralika's ICT provider</li><li>• Contribute to the implementation of systems improvement initiatives; and</li><li>• Ensure compliance with Work, Health and Safety requirements and other organisational policies and procedures.</li></ul>
<b>Human Resources</b>	<ul style="list-style-type: none"><li>• Comply with organisational policies and procedures</li><li>• Support new staff induction processes</li><li>• Undertake activities to develop knowledge and expertise in relation to professional skills</li><li>• Participate in staff meetings and staff training sessions</li></ul>
<b>Corporate Governance and Compliance</b>	<ul style="list-style-type: none"><li>• Comply and monitor adherence with Work Health and Safety and Privacy policies and procedures</li><li>• Undertake quality assurance activities to ensure the accuracy and appropriateness of information and procedures</li><li>• Coordinate information collection for quality audits, and requests for information</li><li>• Participate in activities to support continuous quality improvement</li></ul>
<b>SELECTION CRITERIA</b>	
<b>Skills, Knowledge, and Experience</b>	<ul style="list-style-type: none"><li>• Relevant administrative and business support experience in a similar role (minimum of 3 years' experience)</li><li>• Ability to build and maintain effective and productive relationships with internal and external stakeholders</li><li>• Exercises good conceptual and analytical skills</li><li>• Demonstrated ability to use a range of application software packages, including Microsoft Office suite</li><li>• Able to demonstrate a high level of discretion when dealing with sensitive issues</li><li>• Well-developed organisational and record keeping skills, and the ability to achieve results with limited supervision</li><li>• A high level of initiative and self-motivation and the ability to work with minimal supervision</li><li>• Well-developed time management and multi-tasking abilities</li><li>• Demonstrates the values and behaviours that contribute to a constructive, high-performance culture</li><li>• Acts with integrity, demonstrates ethical behaviours and uses discretion</li><li>• High level interpersonal and communication skills, both written and verbal</li><li>• Working with Vulnerable People Card, or the ability to obtain one</li><li>• A current National Police Check, or the ability to obtain one</li></ul>



	<ul style="list-style-type: none"><li>• Previous experience working within a community sector organisation is desirable, although not essential</li></ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"><li>• Integrity – fulfilling duties and responsibilities, acting ethically and with integrity in all dealings and interactions</li><li>• Collaborative, curious and courageous – must be able to function as an effective team member and have the curiosity to ask questions and the courage to persist in robust discussion with management where necessary</li><li>• Emotional intelligence – as well as self-awareness and self-management, the ability to demonstrate empathy manifested through strong interpersonal skills. Must be able to work well in a group, listen well, be tactful and diplomatic yet able to communicate a cogent and candid viewpoint</li><li>• Respectful – relationships are non-judgmental, respectful, and positive. Strong value placed in diversity – cultural, religious, gender, disability and in life experience, in those we support and work alongside.</li></ul>
<b>INDIVIDUAL WORK</b>	
<p>Each staff member will have in place, in addition to the above responsibilities, a 12-month Personal Work Plan including job specific requirements, key objectives, performance indicators, targets and outcomes. The Work Plan will include a statement of team values and expected behaviours, and will document individual training, learning and development priorities. Annual performance appraisals will be undertaken in June/July each year and a new plan put in place.</p>	