iLA

Position Title: Program Support Officer	Entity: Independent Living Assessment Inc (iLA)
Reports to: Assessment Services Manager	No of Direct Reports: 0
Industrial Instrument / Job Level: Enterprise Agreement - Level 3-4	Primary Location: East Perth

Position Requirements

Primary Purpose

The Program Support Officer provides administrative and support services in a multi-disciplinary team, to ILA's Programs and Teams. The position requires a high standard of customer service, information management, general administration support and supplier liaison to facilitate smooth processing and operations.

The position will also involve answering telephones, invoicing, data base entry, general office duties and other ad hoc duties as assigned.

Key Accountabilities/Responsibilities

Health Safety Wellbeing & Environment

- Comply with all health, safety and hygiene policies, systems, and WH&S legislation to maintain an appropriate working environment
- Ensure all incidents, accidents, injuries, hazards or property damage are reported. Identify any relevant safety improvements and work collaboratively with the Work Health and Safety program.
- Contribute to a culture that supports wellbeing.

Functional – Program Support

- Work as a member of the iLA team, to support efficient and effective delivery of operations and services
- Data entry, information management, reporting and maintenance of database systems
- Provide ICT and data base support to iLA staff
- Prepare correspondence (e.g. letters and emails using Microsoft suite), maintain forms, letter templates and MSDS sheets
- Monitor incoming emails, respond to general enquires and forward to relevant people.
- Provide a high level of customer service to ensure all telephone enquiries are addressed in a timely manner.
- Provide assistance with the administration of grant applications including entering new grants in CRM, uploading supporting documentation, providing written correspondence to clients
- Process purchase orders, invoices, and payments into accounting package (Xero)
- Monitor outstanding purchase orders and invoices
- Manage and reconcile petty cash
- CRM administration including creating/ updating dashboards, templates and complete testing before new updates are tested.
- Record customer feedback in CRM
- Coordinate internal events/ meeting calendar and take minutes during meetings.
- Coordinate office maintenance including equipment
- Other general administration support including mail processing, photocopying

Operational

- Build and maintain relationships with suppliers, regulators, customers, and other external stakeholders

- Support and contribute to the goals of the Group's overall long-term strategy and annual business plans
- Contribute to, and demonstrate by example, the vision, mission, and values
- Participate and/or engage in all activities that relate to Group strategic initiatives and key issues
- Identify and implement improvement opportunities within the Group and participate in continuous improvement of the wider organisation by recommending sensible changes and communicating issues that may affect the organisation

People & Culture

- Participate actively with colleagues and the leadership team to deliver integrated business outcomes
- Ensure cultural optimisation through engaging in fit-for-purpose cultural programs
- Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace

Administration

- Meet activity based KPI's and report on functions of responsilbility
- Ensure delivery of services and support within Service Level Agreements
- Ensure all operational and administrative processes are undertaken in accordance with established policies and procedures and associated processes are maintained and accessible in appropriate formats and designated locations

Key Performance Indicators & Measures

Indicators of effective performance in the position. KPI's are to be SMART goals. They are identified in the PDR to be specific to the individual teams and the position in a specified point in time.

Key Relationships

Key positions or groups with whom the individual will interact to perform the work of the position.

Internal	External
- RAS Team - Leadership team - All other teams in the organisation	- Government representatives and departments (local, State and Federal) - Consultants and advisors - Small & Medium Enterprises - Suppliers and vendors - Community care customers and families

Key Behaviours

Behavioural competencies or 'behaviours' are effectively attributes we display as we carry out our work, and 'how'. Below identifies **KEY** competencies **(6-12 key to the role)** integral to the success of this position and the organisation. For this job classification level key competencies critical for success will be **Operational Behaviours.**

Strategic Behaviours	**Leadership Behaviours**	**Operational Behaviours**

☐Aligning Performance for Success ☐Analytical Thinking ☐Critical Thinking ☐Building Strategic Working Relationships ☐Change Management ☐Innovation & Creativity ☐Leading through Vision & Values ☐Strategic Decision Making	☐Adaptability/ Agile Approach ☐Building Customer Loyalty ☐Building Partnerships ☐Leading the Team – people centric ☐Coaching/developing others ☐Delegating Responsibility ☐Decision Making ☐Information Monitoring ☐Influencing /Negotiation ☐Managing Conflict ☐Project Management ☐Digital capability ☐Business Acumen ☐Growth mindset ☐Stakeholder engagement ☐Stress Tolerance/Resilience	☒**Applied Continuous Learning** ☐Marketing & Comms ☐Build Trust ☒**Communication** ☒**Client Liaison** ☒**Demonstrates Initiative** ☐Energy ☐Formal Presentation ☐Gaining Commitment ☒**Legislative & Industry Standards** ☒**Organisation & Self Management** ☒**Quality & Work Standards** ☐Results Focused ☐Safety & Environmental Excellence ☒**Teamwork** ☐Tenacity

General Assessed

Impact	Technical / Professional Knowledge	Job Fit	Organisational Fit

Work Related Requirements

Knowledge & Skills (Social, Personal & Technical) & Equipment

The knowledge necessary to effectively perform in the position. Specific skills or equipment that the person needs to be able to use. Personal attributes/qualities that are important to the success of this position

- Capability to build relationships, effectively communicate with others and work effectively as a team-player
- Adopt change management activities, to achieve successful outcomes
- Ability to liaise with leaders and key stakeholders both internally and externally
- Ability to think and act operationally, exercising sound judgement
- Ability to prioritise independently, self-manage work and meet deadlines, sometimes working with incomplete information
- Sound understanding of customer relationship management
- Proficiency with ICT, including data bases and Microsoft office suite
- High standard and accurate work practices and processing
- Proficiency with accounting packages eg: Xero (desirable)

Work Experience

The type and extent of previous work experience that is necessary to perform in the position

- Role/s in similar position and/or industry, with exposure to at least one of the functional areas encompassed by this role
- Operational experience

Qualifications

Year 11 or above secondary school completion

Certification / qualification in relevant disciplines (or) significant relevant industry and positional experience.

Current Drivers' Licence (if required for role)

NDIS Worker Screening Check

Extent of Authority
Authority to act within the scope of your position to perform the objectives and requirements of your position as identified within this Position Description and as directed by your Leader. The extent of the authority may alter from time-to-time at the direction of your Leader.
Prepared & Approved By: Sarah Easton, Lisa Karabin and Andrea Morris Date Reviewed/Modified: 12/07/2022 *All PDs should be sent to P&C for approval and uploading to sharepoint
Related Documents: **PD Work Instructions, Behaviours Guide**
HR Use Only **Risk Assessed Role (NDIS Worker Screening Check) No, not NDIS risk assessed role.** Date the role was assessed: 1/02/2022 Assessed By: Lisa Karabin, People & Culture Manager