

Administration Support Officer

- Strong team environment with an emphasis on development & learning
- Values-based organisation
- Equal opportunity employer



WHO WE ARE & WHAT WE DO

St John Ambulance SA provides Health and Medical Services for many of South Australia's largest venues, such as Adelaide Oval, Adelaide Entertainment Centre, and Adelaide Showground. It is also the chosen provider for many major events on the SA calendar, including Schoolies Festival, Adelaide 500, and WOMAD.

For over 140 years, St John Ambulance SA has supported the South Australia community to help save lives and build community resilience to improve the safety and healthcare for all South Australians. In addition to Health & Medical Services, St John Ambulance SA also provides community care, delivers nationally accredited first aid training, and is the largest provider of first aid products and equipment.

THE OPPORTUNITY

The Community Care Administration Support Officer will support the functional responsibilities of the Community Care Team. This position will be responsible for data management and reporting of client and volunteer activities.

The role will also provide accurate, responsive and timely support to volunteers and clients by responding to incoming phone calls and emails. The role will support the team through assisting with compliance and process improvement tasks.

Responsibilities include but aren't limited to:

- Ensure government data reporting milestones are met by accurately entering data to the Data Exchange (DEX) portal
- Undertake client invoicing activities including preparation of files for bulk upload to MYOB Advanced.
- Process volunteer expenses claims and reimbursement.
- Monitor group Inboxes and allocate tasks accordingly.
- Respond to enquiries, including providing relevant information to volunteers and clients.
- Support the Volunteer Coordinator with onboarding and compliance management of volunteers.

ESSENTIAL CRITERIA:

- Current South Australian Driver's License
- At times of peak work demand, may be asked to participate in some after-hours work (or flexible working hours including requirement to work on weekends and after hours)

St John Ambulance Australia SA Ltd

ST JOHN AMBULANCE AUSTRALIA SA LTD

ABN 42 947 425 570

ACN 667 428 168

Head Office South Australia

85 Edmund Avenue Unley

South Australia 5061

T: 1300 78 5646

F: 08 8306 6995

W: stjohnsa.com.au

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ABOUT YOU – Ideal candidates will demonstrate:

- Ability to undertake regular administrative duties associated with the role, maintain accurate data and notes and provide timely reports.
- Demonstrated problem-solving abilities and high degree of initiative.
- High degree of professionalism, optimism, and resilience.
- Knowledge of Visual Care CRMS advantageous
- Experience in the use of Microsoft Suite of products including Excel
- Experience in the use of My Aged Care and Data Exchange portals
- Knowledge of relevant aged care programs and legislative requirements

HOW TO APPLY

APPLY NOW via [Seek](#) with your CV and cover letter expressing why you are suited to the position. For enquiries, please get in touch with the Manager, Community Care sarah.hollamby@stjohnsa.com.au

St John SA does not accept calls from recruitment agencies. St John SA care about keeping children and young people safe. All successful applicants are required to complete a National Police Check and Working with Children Check. St John SA values diversity in the workplace and is an equal opportunity employer.

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Job and Person Specification



Position Title:	Administration Support Officer
Department / Function:	Community Services
Reports to:	Volunteer Coordinator
Award/Common Law	Social, Community, Home Care and Disability Services Industry Award
Classification – Grade:	Level 2 (Social and Community Services)

About St John Ambulance South Australia

St John SA's vision is to create a safe, supported, engaged and resilient South Australian community.

Our mission is to ensure the wellbeing of all South Australians is improved through St John SA's delivery of innovative, client centred, and evidence-based health, community and educational products and services. All of our work is underpinned by a professional network of volunteers and staff.

Our work in local communities encompasses health services, social connection programs, youth programs, first aid training and product sales, and supporting people during times of disaster – including bushfires and floods.

St John SA acknowledges and pays respect to Australia's Aboriginal and Torres Strait Islander Peoples, the traditional custodians of the lands, waterways and skies across Australia.

Position Summary and Requirements

The Community Care Administration Support Officer will support the functional responsibilities of the Community Care Team. This position will be responsible for data management and reporting of client and volunteer activities. The role will also provide accurate, responsive and timely support to volunteers and clients by responding to incoming phone calls and emails. The role will support the team through assisting with compliance and process improvement tasks.

Key Relationships

Number of Direct Reports:	<ul style="list-style-type: none">• Nil
Key Internal Relationships:	<ul style="list-style-type: none">• Volunteer Coordinator• Client Coordinator• Finance Department• Volunteers
Key External Relationships:	<ul style="list-style-type: none">• Clients

Position Description: Administration Support Officer

Version Date: August 2024

Approved By: Executive Director Operations and Community Services August 2024

Core Functions	Scope of Work
Administration	<ul style="list-style-type: none"> • Ensure government data reporting milestones are met by accurately entering data to the Data Exchange (DEx) portal • Undertake client invoicing activities including preparation of files for bulk upload to MYOB Advanced. • Process volunteer expenses claims and reimbursement. • Monitor group Inboxes and allocate tasks accordingly. • Assist with team projects and process improvement initiatives. • Undertake other administration tasks required to support team success.
Engagement	<ul style="list-style-type: none"> • Deliver high quality customer service for incoming calls and emails. • Maintain and undertake high quality client service provision and administrative activities associated with service programs. • Respond to enquiries, including providing relevant information to volunteers and clients. • Support the Volunteer Coordinator with onboarding and compliance management of volunteers.
Workplace Health Safety and Welfare	<ul style="list-style-type: none"> • Proactively address safety and child protection matters. • Ensure work station is kept safe and tidy • Undertake workstation self-assessment on an annual basis. • Follow safe and health work practices at all times, including reporting of hazards and incidents immediately, and referring WHS issues and requirements to managers.

Knowledge Experience and Capabilities

- Ability to undertake regular administrative duties associated with the role, maintain accurate data and notes and provide timely reports.
- Ability to work autonomously, set own priorities and work to deadlines.
- Ability to work collaboratively with all members of the team
- Demonstrated problem-solving abilities and high degree of initiative.
- High degree of professionalism, optimism, and resilience.
- Excellent interpersonal and communication skills with the ability to work with individuals from all socio-economic and cultural backgrounds
- Knowledge of Visual Care CRMS advantageous
- Experience in the use of Microsoft Suite of products including Excel
- Experience in the use of My Aged Care and Data Exchange portals
- Knowledge of relevant aged care programs and legislative requirements

Qualifications

- First aid qualification (minimum of Provide First Aid) (or willingness to obtain)

Essential requirements

- Current South Australian Driver's License
- At times of peak work demand, may be asked to participate in some after-hours work (or flexible working hours including requirement to work on weekends and after hours)
- Interstate/intrastate travel will be required
- Must be prepared to relocate within St John should the need arise

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- It is a requirement that this position undertake and hold a National Police Certificate and a current Working With Children Check both of which are acceptable to St John SA prior to the commencement of employment. Continued employment is subject to the maintenance of satisfactory checks.
- Will be required to undertake Child Safe Environments training within the first six months of employment.

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