

**THE FAMILY INCLUSION NETWORK OF WESTERN AUSTRALIA INCORPORATED.**



**JOB DESCRIPTION FORM**

**JOB TITLE**

**Administrator/ Intake Officer**

**Level 3/4 (\$47k-54k Pro rata)**

**REPORTING RELATIONSHIP**

**Administrator/ Intake Officer** ➡ **Manager Fin WA Inc.** ➡ **Management Committee**

**PRIMARY PURPOSE OF POSITION**

The primary purpose of the Administrator / Intake Officer is to ensure all intake, administration and accounting functions of Fin WA Inc. are undertaken in a professional, respectful and timely manner. The worker undertakes a range of tasks on a daily basis, including answering the telephone; speaking with clients; writing, printing and distributing emails and letters; liaising with government workers; overseeing secure member and client databases; and managing the financial function of the agency using QuickBooks. The worker is also responsible for the majority of incoming referrals, often being the first point of contact. They ensure appropriate forms and information is forwarded to new referrals, enter details into database and pass on to the manager.

**CERTIFICATION**

This document is an accurate statement of the duties and responsibilities of this position.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Chairperson

**ACKNOWLEDGEMENT**

As the position holder, I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name: (Print) \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

## **KEY DUTIES**

### **Intake**

- Respond to all incoming referrals from families and referring professionals in an empathetic and respectful manner;
- Provide appropriate support and information;
- Make referrals to appropriate services;
- Liaise with networks and other agencies where required;
- Complete all relevant paperwork and enter details into database;
- Send documentation and information as appropriate;
- Inform manager of new referral;
- Keep database up to date with referral information;
- Contact those on waiting list as directed by manager at regular intervals.

### **Reception**

- Promptly answer and attend to all telephone enquiries in a friendly manner;
- Deal respectfully and appropriately with all telephone and in-person callers, directing them to appropriate staff, groups, information or other organisations.

### **Administration and Information Technology**

- Maintain client and member databases;
- File paperwork in appropriate and secure locations;
- Regularly back-up digital data and store in secure off-site location;
- Provide administrative support to Fin WA Inc. colleagues;
- Assist with Fin WA Inc. events, such as conferences and training courses;
- Liaise with IT professionals for software and hardware support;
- Explain and assist Fin WA Inc. colleagues to upload information to databases and with other software and hardware issues;
- Provide statistical data and collation for reporting as required.

### **Accounting**

- Record all day-to-day financial transactions into QuickBooks;
- Be responsible for petty cash and office facilities, including the purchase of consumables and ordering of stationery;
- Prepare and submit BAS statements to ATO;
- Carry out all Payroll & superannuation payments;
- Carry out Bank Reconciliation each month;
- Compile financial expenditure statements for the management committee;
- Annual audit preparation;
- Liaise with accountant to ensure association bookwork is properly maintained and aligns with ATO, funding body and accountant requirements.

### **Training and Support**

- Participate in ongoing supervision and annual performance reviews;
- Attend relevant training and other meetings as and when required;
- Participate in Fin WA Inc. activities as required;
- Report service inefficiencies and gaps to manager.

## **QUALIFICATIONS, EXPERIENCE, ABILITIES, SKILLS, KNOWLEDGE AND OTHER**

### **Qualifications**

- Relevant qualification or experience to carry out all aspects of the position.

### **Experience**

- Demonstrated experience in office administration;
- Demonstrated computer literacy and experience in usage of software programs such as MS Office, Excel, Publisher and Outlook;
- Demonstrated experience in Quickbooks or similar accounting application;
- Demonstrated high standard of verbal and written communication;
- Demonstrate ability to collate data from systems;
- Demonstrated ability to respond to challenging clients and those in distress or crisis;
- Demonstrated experience in responding to professionals and community members enquires and requests.

### **Abilities and Skills**

- A friendly, polite and efficient telephone manner;
- A high standard of written and verbal English;
- High level of office organisational skills and time management;
- Able to work independently and in a team environment;
- Ability to multi task and manage a demanding work environment;
- Able to diplomatically respond to and work with challenging people;
- Able to use Internet-based data collection applications;
- Ensure that clients' needs take priority at all times;
- Able to identify and implement ways to improve accounting, administrative and information systems to strive for continuous quality improvement;
- Maintain professional documentation and administrative systems according to agency requirements, contributing to their updating when necessary.

### **Knowledge (not essential)**

- Knowledge and / or familiarity of social services in Western Australia.
- Knowledge and / or familiarity of issues impacting upon parents with children in the care of the Department for Child Protection.

### **Other**

- Able to work within the parent-focused ethos of Fin WA Inc.
- A national Police Clearance.