

## POSITION DESCRIPTION

This position description is a guide to the general range of duties assigned to the position holder. It is not intended to be definitive or restrictive and is subject to periodic review.

<b>Position Title</b>	CRM Administration Officer
<b>Employment Type</b>	Various
<b>Program</b>	Various
<b>Work Location</b>	Dowsing Point, Hobart
<b>Reporting to</b>	Chief Operations Officer or delegated Manager
<b>Grade/Classification</b>	Level 3, HACSU – NEXUS INC. ENTERPRISE AGREEMENT 2016
<b>Position Description updated</b>	May 2022

### Position Objective

To provide a high level of administration support to the organisation in line with Nexus Inc. values, collaborating as a strong team member with a passionate and caring demeanour to assist Nexus Inc.'s clientele and staff.

### About Nexus

We are an NDIS registered, not for profit organisation based in Southern Tasmania. We employ over 450 staff who provide support and development opportunities to people requiring physical, social, and psychological supports. We provide support in clients' own homes, in the community, and in supported living accommodation.

Nexus is also a registered charity and employees are able to utilise a generous salary sacrifice program.

**OUR VISION** A community where everyone is safe, valued and respected.

**OUR MISSION** Supporting you to live the life you choose.

### OUR VALUES

DEDICATION	SOLUTIONS – FOCUS	EFFECTIVENESS	TEAMWORK
<ul style="list-style-type: none"> <li>We earn the respect of our clients by being respectful and dedicated in our work</li> <li>We take our role in supporting people seriously</li> <li>We provide reliable and dependable service</li> </ul>	<ul style="list-style-type: none"> <li>We work collaboratively with clients supporting them to achieve their goals</li> <li>We are compassionate, innovative, honest and determined</li> <li>We are adaptable when working to meet clients' needs</li> </ul>	<ul style="list-style-type: none"> <li>Our service makes a positive difference to the lives of clients and our community</li> <li>Our practice is of the highest quality</li> <li>Our practice is evidence based</li> </ul>	<ul style="list-style-type: none"> <li>We have honest and genuine relationships with clients and the people important to them</li> <li>We have honest and genuine relationships with our co-workers and other stakeholders</li> <li>We recognise diversity and appreciate that we all have something to offer the team</li> <li>We work to grow and strengthen the capabilities of our team</li> </ul>

## Required Skills and Personal Attributes (Selection Criteria)

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- High level administration and organisational skills.
- Ability to prioritise workload and organise own working environment.
- Demonstrated ability to manage work and achieve results, and the ability to evaluate progress and make adjustments needed to achieve goals.
- Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships within immediate team and across the business.
- Experience with the Microsoft suite of products including Outlook, Word Excel, PowerPoint and SharePoint plus experience with Financial and Client Management software programs.
- Excellent written and verbal communication skills.

## Qualifications / Experience

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- Relevant qualifications and or experience (preferably a minimum of 5 years) in business administration.
- Previous experience working in the health care sector (desirable).
- Previous experience in scheduling and rostering of staff or organisational resources (desirable).

## Key Responsibilities

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- The role of the Administration Officer has typical duties that are expected of the position comprising of Document Management maintenance and data entry of a sensitive and confidential nature to support and enhance the businesses compliance in-line with the National Disability Insurance Scheme (NDIS).
- Creation of schedules, service agreements and other client documents using approved templates.
- Provision of general administration duties, including but not limited to reception duties, answering call and message taking photocopying and scanning of documentation.
- Provision of reporting requirements to management where required.
- Coordination of meetings, including agenda preparation and minute taking duties.

## Special Requirements

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- As you will be working with people with disability, you will also need to meet the following requirements:  
Working with Vulnerable People Card with NDIS endorsement.
- National Police Check.
- Current unrestricted Tasmanian drivers' licence
- Covid-19 vaccination statement compliant with State and Federal legislation and current public health requirements for working in the Disability sector.

**Employee Name:**  
**Employee Signature:**  
**Date:**

**Manager Name:**  
**Manager Signature:**  
**Date:**