

Position: Reception & Administration Assistant



POSITION TITLE:	Reception & Administration Assistant
FTE:	Full-time
LOCATION:	Brunswick West location
START DATE:	June 2022
CLOSING DATE FOR APPLICATIONS:	28.05.2022

1. ABOUT AUTISM ABILITIES

Autism Abilities is a team of dedicated and caring professionals who are passionate about empowering and supporting autistic people to live life well. As an autism specific service, we know that the needs of each person on the spectrum are as individual as they are, and this knowledge informs and inspires us in our work every single day.

Established in 2018 as an NDIS Support Coordination service, Autism Abilities has grown from humble beginnings and a handful of clients to a team of nineteen people and two hundred and fifty clients. In 2022, Autism Abilities will continue its trajectory of steady and sustainable growth with the introduction of additional autism-specific services and a new office location. To support this growth, we are seeking to recruit a Reception & Administration Assistant. This is an exciting opportunity to join an organisation with wonderful people, a big heart and a fantastic culture.

We are a truly values-driven organisation, and our core values are at the heart of the way we work and what we do every single day. Autism Abilities core values are:

- Be Knowledgeable
- Be Memorable
- Be Inspiring
- Make It Happen
- Come From the Heart

You can read more about our core values on our website: <https://autismabilities.com.au/values>

2. KEY RESULT AREAS & RESPONSIBILITIES

Key Result Area	Responsibilities
Reception	<ul style="list-style-type: none">• Office reception duties including:<ul style="list-style-type: none">- welcoming & attending to visitors- answering incoming phone calls and directing appropriately- managing general incoming enquiries- taking & forwarding messages accurately & efficiently- receiving and sending mail
Administration	<ul style="list-style-type: none">• Respond to & follow up all enquiries/referrals efficiently & professionally• Client management system tasks including:



	<ul style="list-style-type: none"> - adding service providers and contacts to the database - creating potential client records from enquiries - updating enquiry status records to client records when onboarding - creating new client records & generating service agreements - following up & supporting clients throughout the onboarding process - creating new client folders - adding Links in client records • Ad-hoc administration support to team • Minute taking at team meetings • Scheduling meetings • Researching service providers
Accounts	<ul style="list-style-type: none"> • Claim & send invoices • Reconcile invoices across accounting, NDIS & client management systems
Reporting	<ul style="list-style-type: none"> • Generate weekly KPI billable hours reports to CEO

The position description may be amended from time to time at the organisation’s discretion. You may be expected to perform other duties outside of those set in the position description as directed from time to time which are within your skills, qualifications, experience and competence level to meet operational needs.

3. ORGANISATIONAL RELATIONSHIPS

LINE MANAGER: CEO

INTERNAL RELATIONSHIPS: Administration, Marketing, Positive Behaviour Support Team, Therapy Team, Support Coordination Team, CEO

EXTERNAL RELATIONSHIPS: Participants, NDIS, Local Area Coordinators, NDIS Planners, service providers, the general public, other stakeholders

4. ABOUT YOU....

We would love to hear from you if you:

- Are passionate about empowering and supporting autistic people to live life well
- Have well-developed organisational and time management skills with the ability to plan workload, prioritise and meet deadlines
- Have strong administration skills & perhaps relevant qualifications in business administration and experience in an administration or customer service position
- Have excellent skills with Microsoft office programs and client management systems
- Excellent verbal, written and interpersonal communication skills with the ability to liaise across all levels both internally, externally and with people from diverse backgrounds
- Knowledge and understanding of autism (professional &/or lived experience)
- Knowledge/experience of the NDIS

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AUTISM ABILITIES

- Are accurate and detail focussed
- Are well-presented
- Have an excellent telephone manner
- Have bucketloads of enthusiasm and a willingness to learn
- Are super organised and responsive
- Are 100% reliable
- COVID-19 status fully vaccinated

5. WHAT DO WE OFFER?

This is an exciting time to join a truly values driven organisation with a big heart and ambitious plans. At Autism Abilities we understand that our greatest asset is our team. In fact, 'Making Autism Abilities a Great Place to Work' is a key focus in our strategic plan. Joining our team means you can expect:

- **Positive culture** – enjoy coming to work every day alongside an incredible team of people who are all passionate about empowering and supporting autistic people to live life well
- **Good work/life balance** – don't spend your evenings or weekends worrying about work! We want everyone at Autism Abilities to love their work & understand that balance is essential to achieve this.
- **Positive work environment** – in June 2022 Autism Abilities is proud to open our first office space – a place to meet with our participants, be more visible within our community and connect, learn and work together as a team. Situated in light & bright offices in Brunswick West with access to free secure onsite parking, a health club, local cafes & tranquil outside courtyard space anytime you want to connect with your colleagues or to provide therapy in a clinic setting this is the space!
- **Flexible arrangements** – while we love our new office space you don't have to be in it every day. At AA you have the option to create the perfect balance to suit your life - work from home, come into the office or have the best of both worlds and do both
- **Regular supervision and heaps of support** – individual consults available every day, weekly team Huddle meetings, peer support opportunities and quarterly supervision – at AA we work really hard to ensure everyone stays connected and feels supported
- **Training and development opportunities** – we know that investing in our team is critical to our success. You will have an annual training budget for your personal and professional development and the knowledge that you are joining an organisation that truly values learning and development.
- **Opportunities** – this is an exciting time to join Autism Abilities with strong opportunity for career progression as our organisation grows and develops.
- **Competitive remuneration** – competitive salary plus super according to skills, experience & qualifications.

5. APPLICATION DETAILS

If this sounds like you, we'd love to hear from you. Please send your completed application to info@autismabilities.com.au including the following information:

- A cover letter stating why you think this is the right opportunity for you
- Your current resume

Please note that Autism Abilities conducts thorough and detailed pre-employment safety screening checks. We will require evidence of relevant qualifications and a pre-employment disclosure

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statement regarding any pre-existing illnesses or conditions that may affect your ability to perform the inherent requirements of the position. The personal information that you provide in your job application and resume will be used for the purpose of assessing your application and will be treated in strict accordance with our Privacy Policy.

Autism Abilities takes pride in embracing diversity and fostering an inclusive culture where individual differences are respected and celebrated. We welcome applications from people of all ages, abilities and cultural backgrounds.

Thank you for your interest in Autism Abilities we look forward to hearing from you.