

Position Information

Position Title	Administration Officer Katherine Office
Program	Katherine based programs
Reports to	Program Manager, Child and Family Wellbeing Service
Direct reports	Nil
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	Level 3

Organisation Information

TeamHEALTH has been providing services to people with mental illness in the Northern Territory for over 30 years. TeamHEALTH was established by a group of relatives and service providers of people with a mental illness who wished to provide stable, safe, accommodation for their family members.

Over time TeamHEALTH has developed and now provides a range of supports focusing on prevention, early intervention and recovery including residential services for people with severe and persistent mental illness, a community housing service, individual recovery and group-based support, together with early intervention support, home based aged care support, mental health promotion and education.

TeamHEALTH's vision is that all people should lead a full and valued life. This is articulated through our purpose and operational philosophy of creating community capacity for good mental health, to enable people to live a full and valued life through the provision of support, advocacy and education. Success in achieving our purpose requires consolidation of existing work, the use of evidence-based approaches and an adaptable skilled organisation.

With accreditation to the National Standards for Mental Health Services, NDIS Quality and Safeguarding Framework, National Regulatory System for Community Housing and the Aged Care Quality Standards, TeamHEALTH continues to focus on ensuring quality service provision and the pursuit of goals with participants.

Position Summary

Reporting to the Program Manager, the Administration Officer provides high-quality, timely, and responsive administrative support to TeamHEALTH's Katherine based services. This position plays a vital role in ensuring the smooth and efficient delivery of services by supporting both local operations in Katherine and remote outreach throughout the region.

Working closely with the Program Manager, the Administration Officer will assist in the establishment and maintenance of systems, processes, templates, tools, and forms that align with the specific needs of the Katherine-based team. These systems will support all key stages of Katherine based programs including referral, assessment, support provision, data collection, and reporting. This includes maintaining consistent and accurate practices that reflect both the unique geographic and cultural context of the Katherine Region.

From time to time, the Administration Officer may be required to travel remotely within the Big Rivers Region, including overnight stays, to provide on-site administrative support or to assist with outreach activities. The role may also take occasional direction from other TeamHEALTH staff to support operational priorities in the region.

The successful candidate will be proactive, organised, and able to work autonomously in a dynamic and culturally diverse setting. They will be a strong communicator and team player who brings flexibility, cultural sensitivity, and a commitment to supporting positive outcomes for participants in the Katherine Region.

Key Result Areas

1. Administration

- 1.1. Provide a range of high standard administrative services in support of the Katherine-based programs.
- 1.2. Work closely with the Program Manager in establishing relevant systems and processes, templates, tools and forms that support the referral, screening, intake and service provision stages of programs.
- 1.3. Perform a range of administrative support activities relating to calendar, phone and mail management, organising meetings, minute taking, drafting correspondence, formatting reports and documents, filing and archiving and the management of stationary supplies.
- 1.4. Financial reconciliation including the management of purchase orders and petty cash.
- 1.5. Provide support to the Business Services team as required with human resource management, recruitment, staff inductions, data entry and general business services functions specific to the Katherine Region.
- 1.6. Manage all travel bookings for Katherine staff, ensuring accurate records are maintained and logistics are managed.

2. Relationship Management

- 2.1. Foster effective working relationships with TeamHEALTH's programs and key stakeholders.
- 2.2. Work effectively with all people, with particular regard to those identified as most vulnerable, including young people, people of Aboriginal and/ or Torres Strait Islander descent, gender diverse and those with Culturally and Linguistically Diverse (CALD) backgrounds.
- 2.3. Uphold the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect in all engagement with staff, participants, contractors and external contacts.

3. Reporting and Administration

- 3.1. Working closely with the Program Manager to assist in the data entry of support tools and measures at required intervals to support all internal and external reporting.
- 3.2. Ensure completion of monthly returns within established timeframes.
- 3.3. Maintain appropriate records and filing systems for assigned tasks.
- 3.4. Oversee the maintenance and accurate updating of register/s to enable timely reporting.
- 3.5. Undertake reception and administration duties, including the organisation of team events and meetings where appropriate.
- 3.6. Assist in the development and maintenance of all manuals, policies and instructions in conjunction with other members of relevant programs.
- 3.7. Actively participate in regular support and supervision, including continued professional development and appraise and develop discussions.
- 3.7. Participate in team meetings, group supervision and all staff meetings as required.

Key Selection Criteria

TeamHEALTH recognises the value of experience in all facets of life and work and encourages individuals with a lived experience of mental illness to apply.

All TeamHEALTH Staff

1. A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
2. A current Driver's Licence.
3. NDIS Worker Screening Clearance.
4. NDIS Worker Orientation Module Certificate.

Essential for Position

5. Minimum Certificate III in Business or Finance area, or relevant experience in a business support area.
6. Minimum 3 years' experience working within a small to medium sized business providing a range of administrative support, including preparation of correspondence, financial reconciliation, logistics management and data entry.
7. Competent use of a range of computer systems, including email and MS Office Suite, and willingness to learn other systems as required.
8. Demonstrated written and oral communication skills, with the ability to interact with a diverse range of people.
9. Demonstrated ability to manage workload in a busy environment and prioritise to ensure deadlines are met.
10. Demonstrated ability to analyse and exercise good judgment, discretion and confidentiality in problem solving and use of initiative with a commitment to strive for continuous quality improvement.
11. Action orientated, flexible, innovative approach and demonstrated willingness to assist others and work within a team.
12. High level of accuracy and attention to detail and ability to follow instructions.

Desirable for Position

13. Mental Health First Aid or willingness to obtain

Position Description Approval

Approved by	Julia Wormer, Executive Manager, Mental Health
Date approved	07 August 2025
Signature	