

Position Information

Position Title	Business Services Administration Assistant
Program	Business Services
Reports to	Program Manager, Business Services
Direct reports	Nil
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	Level 2

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 supports, 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

The Business Services Team plays a key role in creating an environment that supports the staff of TeamHEALTH to ensure positions and programs work efficiently and effectively. The Team is responsible for the establishment of systems, procedures and registers to ensure that resources are appropriate to meet the demands of a growing organisation. The Team is also responsible for monitoring the effective use and renewal of resources, and the management of TeamHEALTH information.

As a member of the Business Services Team the Business Administration Officer will be required to contribute within the team to ensure that a range of business support activities are highly functional and responsive. These duties may include answering of phones, managing shared email inboxes where required, assisting staff with enquiries, participate in Business Services team meetings and other administrative tasks. They are also encouraged to assist in appropriate back up support to identified positions within the Business Services team.

The Business Administration Officer will be required to exercise initiative in the application of established work procedures and will be responsible for managing and planning work to ensure that key deadlines are met.

TeamHEALTH operates in a dynamic, rapidly changing environment which requires the person in this role to be flexible, reliable, adaptable, a good listener and communicator with the ability to use initiative in performance of work.

Key Result Areas

1. Administrative

- 1.1. Provide a range of high standard administrative services in support of the identified programs, namely Business Services and Human Resources.
- 1.2. Perform a range of administrative support activities including reception calls, shared email management, mail management, organising meetings, minute taking, drafting correspondence, formatting reports and documents, data entry, filing and archiving and the management of stationary supplies.
- 1.3. Fleet and asset management, including recording of asset movements and allocations in the relevant registers.
- 1.4. Oversee the maintenance and accurate updating of register/s to enable timely reporting.
- 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.
- 1.6. As required participate in relevant committees or projects, internal or external, that contribute to TeamHEALTH operations and activities.
- 1.7. Contribute within the team to ensure that a range of business support activities are highly functional and responsive through the provision of accounting or administrative support or assistance as required
- 1.8. Participate in WHS Committee meetings as an active member of the WHS Committee and provide secretariat support where required.

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 to suicide, including youth, people of Aboriginal, Torres Strait Island 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. Ensure completion of monthly returns within established timeframes.
- 3.2. Ensure completion of appropriate registers to maintain accuracy of records and timely reporting and management of assets (e.g. incident reports, vehicle returns, etc.).
- 3.3. Maintain appropriate records and filing systems for assigned tasks.
- 3.4. Undertake reception and administration support duties as required.
- 3.5. Assist in the development and maintenance of all relevant policies and procedures in conjunction with other members of the relevant teams.
- 3.6. Actively participate in Team meetings, regular support and supervision with the Program Manager, including continued professional development and appraise and develop reviews.

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. Demonstrated experience working within a small to medium sized business providing a range of administrative supports, including preparation of correspondence, financial reconciliation, logistics management and data entry.
6. Competent use of a range of computer systems, including email and MS Office Suite, and willingness to learn other systems as required.
7. Demonstrated range of written and oral communication and consultation skills, with the ability to interact with a diverse range of people.
8. Demonstrated ability to manage workload in a busy environment and prioritise to ensure deadlines are met.
9. 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.
10. Action orientated, flexible, innovative approach and a demonstrated willingness to assist others and work within a team.
11. High level of accuracy and attention to detail and ability to follow instructions.

Desirable for Position

12. Mental Health First Aid or willingness to obtain
13. Minimum Certificate III in Business or Finance area, or relevant experience in a business support area.

Position Description Approval

Approved by	Ankita Gupta, Program Manager, Business Services
Date approved	19 November 2025
Signature	