



POSITION DESCRIPTION – ADMINISTRATION SUPPORT (CASUAL)

The Administration Support Officer provides case management and administration support to the rural financial counselling (RFC) and small business support (SBS) teams to ensure that clients are supported. Admin support officers will also provide administrative support to management to assist with the delivery of the Rural Financial Counselling Service Programme.

The position is office based and is offered as a casual position with flexible working conditions to suit the applicant, however it is expected that hours worked will be up to 37.5 per fortnight spread over a number of days per week.

This position works under the direction of the Executive Officer and RFC Coordinator.

POSITION DUTY STATEMENT

Client Support

- Provide client case management assistance to RFCs to ensure clients are provided with information, referrals and documentation;
- Assist clients to access and apply for Government assistance programs and other assistance that may be available;
- Assist with client intake, coordination and appointments;
- Assist RFCs and clients prepare financial information and documentation;
- Assist RFCs with client file administration and management;

Office administration

- Support the office's day to day operations including answering phones, maintaining office supplies, photocopying, mail register, responding to and forwarding emails, and general office administrative support for RFCs;
- Develop and maintain service provider contact (general enquires) information database;
- Maintain accurate records, including all client contacts within the formal reporting system;
- When required provide support for RFCs meetings by preparing agendas, distributing documentation, attending meetings, and preparing and distributing meeting minutes.

Measurable outcomes

- Clients provided with timely and practical support to access the RFC Service, services and government programs;
- All client contact is recorded and acted on within a timely manner;
- Current and accurate service provider contact database relevant to geographic locations;



- Administration support to assist with the delivery of the RFC service;
- Administrative role in relation to supporting the management aspects of the office's day to day operations is conducted in a timely and appropriate manner;

The Employee shall faithfully and diligently perform the duties and the responsibilities set out in this attachment, and in accordance with RFCS Gippsland policies and procedures. The Employee shall perform those duties and responsibilities and exercise those powers in a proper and reasonable manner and with the standard of diligence and care normally exercised by a person bearing comparable qualifications in the performance of comparable duties.

Kylie Holmes
Executive Officer
Rural Financial Counselling Service (Victoria) – Gippsland
Leongatha Office

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