

Program Support – NDIS focus

HDAA Australia Pty Ltd is a conformity assessment body (audit agency). We provide assessments to quality standards for health and human service organisations throughout Australia. We are committed to supporting our clients make advancements in service delivery and organisational resilience.

Overview of the position

The position is responsible for the coordination of assessments for our clients: service providers in the disability sector, other human service areas and health care services. This role is a fast-paced role working to strict timeframes and demands accuracy.

You will be part of a team that is responsible for supporting clients and assessors with the coordination, planning and reporting activity of client's assessments, anticipating needs and meeting timeframes to provide an exceptional assessment service and experience.

To achieve this, it is necessary to use our bespoke technology system to monitor and record work activity, compile sets of documents (from word and excel templates), assist with contracting and invoice preparation, provide information regarding assessment requirements and processes, respond promptly to enquires, find solutions to unique client's needs, proof and format the presentation of reports and documents, arrange travel plans and make bookings.

This role also contributes to the effective and efficient operation of the office by managing resources, preparation and distribution of mail, directing incoming phone calls, and adding to the energised and collegial culture and environment.

Requirements for the role

Applicants for this Program Support position need to be able to take initiative, work accurately in a logical way, efficiently and responsively manage work flow, cope with detail, have a positive manner (including telephone manner), be oriented to exceeding clients' needs, and meet regulated timeframes for service delivery.

You need to demonstrate clear, supportive and confident verbal and written communication skills. We take the view that every contact with clients and stakeholders should be a positive "touch-point" that reflects who we are as an organisation and our commitment to a quality and positive service. So, it is essential you are commitment to ensuring that every contact with people we work with is positive.

This is a full-time office based permanent position Monday – Friday (8:30 am – 5:00 pm). Salary will be advised on application. A start date as soon as possible would be preferred.

Induction, orientation and ongoing training and support will be given to ensure you are productive and empower you to take control of and be proud of your work and be part of our cohesive team.

Key responsibilities

- Clearly and confidently communicate information to clients.
- Provide proactive support to clients in the coordination of assessments.
- Prepare accurate templated assessment documents for electronic distribution.
- Proofing of reports and certification documents to assure the accuracy of format and consistent quality.
- Scheduling and booking travel (flights, hire cars, hotels) for assessment teams.
- Maintaining systems, logs and data bases of work activity and priorities.
- Printing and preparing hard copy documentation for post.
- Maintaining electronic files of accurate and complete sets of client documents to the company structure.
- Supporting the office environment and efficiency by monitoring resources and placing orders using online booking systems e.g. office resources, conferences etc.
- Responding promptly and confidently to emails and phone calls.
- Identifying opportunity for continual improvement of processes.
- Engaging to facilitate a positive and energised organisation culture and office environment.

Relevant experience and skills

- Executive support or senior office administrative experience of 3 years or more.
- Employment experience related to quality assurance or compliance would be a benefit.
- Competent in Microsoft Office suit of programs, particularly excel and word.
- Use of Xero and Capsule (CRM) a benefit (not mandatory).
- Accurate and consistent delivery of quality outputs.
- Solutions focussed with a problem-solving approach to identify improvements and solutions to challenges.
- Ability to follow set processes and to identify error.
- Ability to identify and organise priorities to meet ridged timeframes.
- A communication style that is clear, supportive, and confident.
- Comfortable working in a open plan team environment and willing to contribute to a positive working environment.

To apply

Please submit your **CV and a cover letter** to Suzanne Le Huray, General Manager Suzanne.lehuray@hdaau.com.au prior to 1 April 2019.

Short listed candidates will be initially interviewed by phone.