



Position Description – Administration Assistant

Title:	Administration Assistant
Location:	Hobart
Employment Type:	Fixed Term (to 30 June 2024)
Hours:	4-5 days per week (worked over 5 days)
Reports to:	Chief Executive Officer (CEO)

About Flourish

Flourish Mental Health Action in Our Hands Inc. (short 'Flourish') is an independent not-for-profit organisation established to provide a strong voice for Tasmania's mental health consumers and people with a lived experience of mental health challenges. Flourish works with clients, consumers, government and service providers to ensure that the delivery of mental health services is a quality process that meets the needs and expectations of all consumers and clients.

Flourish is an organisation that has at its heart the active, proactive, caring, and persistent support of people with lived experience of mental ill health.

Position Summary

The Administration Assistant provides a reception service and effective and efficient administrative support to the Chief Executive Officer, the Programs & Policy Lead, Business Manager and Flourish Member Groups.

Responsibility and Relationships

Internal: The Administration Assistant will report directly to the Chief Executive Officer (CEO) and for some day to day matters will be supervised by other team members.

External: Stakeholders.

Key Tasks

- Provide a reception service including counter enquiries, member queries, distribution of emails for action and diary management.
- Provide administrative support to the CEO, Programs & Policy Lead, Business Manager and Flourish Member Groups.



- Assist with processing requests for the Consumer Representative Service (CRS) including liaising with requesting organisations and Consumer Representatives (CR).
- Provide support in the maintenance of the CRS Database.
- Provide support around meetings and event management including booking of venues, catering and confirmation of attendees.
- Maintain social media platforms.
- Ensure members and stakeholder communications are current.
- Provide support with the member database and member communications.
- Provide support to member engagement activities, events and significant meetings and ensure they run as planned and in accordance with agreed timelines.
- Maintain stakeholder and member email distribution lists.
- Maintain the organisations asset register.
- Collate/Scribe, assemble, and distribute notes from consultations.

Specifications

Skills, Experience and Knowledge

- a knowledge of MS Office and demonstrated experience in at least two programs.
- good verbal communication and interpersonal skills.
- effective time management skills and the ability to work to deadlines.
- the ability to work with initiative and prioritise tasks or requests.
- the ability to work in a face paced, dynamic environment with a diverse range of projects.
- experience using creative software is desirable.
- an interest in the Mental Health Sector is desirable.

Certification

Employment will be subject to:

- A satisfactory National Police Check (no more than 6 months old) - can be obtained prior to commencement of employment.
- Working With Vulnerable People Card (Tasmania) - can be obtained prior to commencement of employment.
- COVID-19 Vaccination Certificate.