

University Services

Administrative Assistant

Student Support – Counselling Service

Position No. 991

General Information

The position is available on a full-time, continuing basis.

Position Description

ROLE:	ADMINISTRATIVE ASSISTANT
HEW LEVEL:	4
FACULTY/DIVISION:	UNIVERSITY SERVICES
IMMEDIATE SUPERVISOR:	MANAGER, COUNSELLING SERVICE
SECTION:	STUDENT SUPPORT

Role Statement

Provide office support, appropriate client reception services, and specialised administrative support to the Manager, Counselling Service and all counselling staff.

Role Description

Supervision/Management/Leadership

Be responsible to the Manager, Counselling Service for the provision of office management, client reception and administrative support.

Task Level and Typical Activities

Facilitate and manage the efficient and effective operation of the Counselling Service office.

Provide support for Service clients through the provision of appropriate and timely access to the Counselling Service, sensitive reception and the provision of relevant information.

Provide high level administrative support for Service Manager and Counsellors including: agendas and minutes; advanced word processing; co-ordination of client appointment scheduling; maintaining confidential client databases; ordering office supplies and other general office management tasks.

Provide advice and prepare draft documents and correspondence independently or in consultation with others where appropriate.

Oversee systems for managing hard copy and electronic files, professional information and resource materials.

Maintain a very high standard of client confidentiality.

Maintain a strong client focus and commitment to continuous improvement.

Undertake any other duties relevant and appropriate to this level.

Organisational Knowledge

Thorough knowledge of the policies and codes of conduct of the Counselling Service, given the sensitivity of the work area and client issues.

Knowledge of University procedures (e.g. applications for consideration of adverse circumstances, grievance procedures, critical incident procedures, etc.) and of the role and function of other student support services across the University.

Judgment, Independence and Problem Solving

Undertake initial assessment of relative urgency of client requests for appointments and provide appropriate support in crisis situations until a Counsellor is available.

Maintain and review documented procedures for activities undertaken on a regular basis and provide recommendations to supervisor to ensure efficient and effective processes.

Selection Criteria

- An associate diploma level qualification in a relevant area with relevant work experience; or an equivalent combination of relevant experience and or education/training.
- Sound oral and written communication skills and well developed interpersonal skills including the capacity to deal effectively with staff and students from diverse backgrounds and with people who are distressed.
- High level organisational skills including the ability to prioritise and deal with multiple tasks simultaneously.
- Computer literacy, with demonstrated ability and willingness to embrace new technologies.
- Ability to work independently and as an effective team member.
- Demonstrated commitment to customer focused service.
- Commitment to continuous improvement as the basis for service delivery.
- Understanding of the University's policies and procedures on Equity and Diversity, Managing for Performance and OHS.

It is desirable that the successful applicant will possess the following:

- Demonstrated experience in a setting that requires discretion and the requirement to maintain confidentiality.
- Knowledge of the operation of a tertiary institution
- Experience in identifying an emergency situation that would require a rapid response.

Conditions and Benefits

HEW Level 4 - \$43,288 to \$47,051 per annum.

The University will provide a basic level of superannuation to Unisuper Accumulation 1. Contributory superannuation with additional employer contributions is also available with this appointment.

A range of flexible salary packaging options is also available.

Further information on benefits and conditions of employment is available at the following link:

<http://www.newcastle.edu.au/service/employment/conditions.html>

Further Information

For additional information on the position contact Anna Braithwaite, Manager Counselling Service on 4921 5801 or email Anna.Braithwaite@newcastle.edu.au

Related Links

- [Counselling Service Homepage](#)
- [University of Newcastle Annual Report](#)

Closing Date

Applications close on Friday 4th July 2008

Note: Your application must include a statement addressing the selection criteria.

All applications must include the Application for Employment Cover Sheet ([PDF](#) or [MS Word](#)) including an email and/or fax address for each nominated referee.

Please read the important information contained via the [How to apply](#) link before submitting your application.

Submitting Your Application

DO NOT send your application to the Faculty or Division in which the position is located.

Internal Applicants

Current University of Newcastle staff members MUST use [HRonline](#) to lodge their application.

- Log into [HRonline](#)
- Click on University Job Vacancies
- Click Apply for a Vacancy and select the position you wish to apply for

External Applicants

Please forward your application **by email** to: employment@newcastle.edu.au quoting the position number and position title in the subject field.

Note: Applications and attachments must be in Microsoft Word (Version 6.0 or later); Rich Text Format, or PDF.

If you do not have access to email you may mail or fax your application.

Mailed or Delivered applications should be stapled or clipped securely at the top left corner with the Application Cover Sheet ([PDF](#) or [MS Word](#)) on top.

Do not use binders, folders or plastic sleeves as your application may need to be photocopied.

Deliver or Mail one (1) copy of your application, marked "Confidential" and indicating the Position number to:

Human Resource Services Team
Level 1, The Chancellery
University of Newcastle
CALLAGHAN NSW 2308
Australia

Alternatively, fax one (1) copy of your application to

Confidential Fax on (+61 2) 4921 5285.

Applicants are responsible for ensuring the receipt of faxed applications.

You may telephone (+61 2) 4921 5266 during business hours (AEST) to confirm receipt of your Fax transmission.