POSITION DESCRIPTION

Position Title:	Administration Officer
Reports to:	Clinical Lead
FTE:	0.4 (9am – 4.30pm Monday to Thursday)
Classification:	SCHADS Award Level 4.1
Service:	Women's Health Northern Rivers Inc. (WHNR)
Location:	60 Uralba Street, Lismore with outreach and program delivery across the Northern Rivers
Tenure:	Fixed Term Contract to 30 November 2026 (*The position is required to provide temporary replacement coverage during the absence of another team member)*
Date	11 August 2026

Position Overview

The Administration Officer provides front of house and administrative support to ensure the smooth daily operation of Women's Health Northern Rivers (WHNR). Working under the direction of the Clinical Lead, or appropriate on-site manager, this role offers a welcoming first point of contact for women accessing the service and supports basic intake administration, appointment scheduling, and reception coordination. The position ensures that client areas remain safe, calm, and accessible, while maintaining accurate administrative processes and escalating all complex or high-risk matters to permanent staff.

This role is ideal for an organised, compassionate person who can confidently manage reception duties, follow clear procedures, and contribute to a trauma-informed, women centred service environment. Front-of-house and administrative support to ensure the smooth daily operation - risk matters to permanent staff.

About Women's Health Northern Rivers

Women's Health Northern Rivers (WHNR) is a feminist, community-based charity that provides health and wellbeing services for the diversity of women in the Northern Rivers region of New South Wales.

Our services recognise and challenge the effects of sex-role stereotyping and gender discrimination on women's health and wellbeing. We work to empower women to determine their individual health needs and to make and access evidence informed choices.

Our Mission

Women's Health Northern Rivers is committed to the achievement of a society in which all relationships are free from abuse, and embraces the feminist principles of self-determination, empowerment and freedom of choice for all women and children.

Our values include Equity, Integrity, Respect, Kindness, Courage and Sustainability.

Key Result Areas, Responsibilities and Performance Measures

Key Result Areas	Responsibilities	Performance Measures
Front of house administration support	• Provide a welcoming and professional first point of contact for women attending or contacting the service. • Provide general information about services, programs, and opening hours. • Manage reception phone, voicemail, and general inbox. • Schedule appointments as directed by Clinical Lead or delegate. • Maintain a calm, supportive, clean and tidy reception environment. • Escalate all urgent, complex, or distressing enquiries to the appropriate staff member.	• Reception attended during rostered hours and enquiries responded to in a timely manner. • Clear, professional communication with clients and staff. • All complex calls and walk-ins escalated appropriately. Walk-ins escalated appropriately.
Basic intake administration support	• Record initial client details on approved forms or database when directed. • Provide basic support completing paperwork. • Forward all incomplete, complex, or risk-related matters to the Clinical Lead or delegate. • Do not undertake any risk assessment or crisis screening.	• Client details accurately recorded and passed on within agreed timeframes. • Zero unsupervised risk assessment undertaken. • All high-risk or complex matters escalated immediately. High-risk or complex matters escalated immediately.
Administrative support to service operations	• Maintain tidy, welcoming reception, meeting, and kitchen spaces. • Restock brochures, forms, and resources. • Assist with filing, scanning, shredding, and organising documents. • Enter basic data as directed. • Prepare rooms for counselling and groups. • Assist with distribution and collation of evaluation forms.	• Work areas maintained to organisational standards. • Administrative tasks completed accurately and on time. • Client data securely handled in line with policy.
Work in line with WHNR's	• Maintain confidentiality, privacy, and	• Policies and procedures

organisational expectations and directives in relation to policies and procedures and the organisation's mission and values.	safe record-keeping practices. • Participate in induction, required training, and supervision for staff. • Work in alignment with WHNR values and feminist, trauma-informed practice principles. informed practice principles. -informed practice principles. • Adhere to all workplace health and safety requirements. • Seek assistance when unsure about procedures, risk, or client needs. • Display commitment to work in accordance with WHNR's values and Code of Ethics and Conduct Policy. • Reflect on the issues of personal vicarious trauma, including the implementation of self-care strategies.	followed at all times. • Training completed within agreed timeframes. • Positive contribution to a safe, respectful, and inclusive workplace.

The employee will be expected to perform other duties outside those set in the position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the organisation's operational needs.

The Position Description may be amended from time to time at the organisation's discretion. Where there is inconsistency between performance measures in this Position Description and those within the Organisation Objectives, the Organisation Objectives will stand.

WHNR's services are provided by women to women throughout their life cycle therefore, 'women' includes women and girls of all ages. Women are considered to be all those who experience or have experienced oppression as women, including cisgender, transgender, non-binary and gender non-conforming people, and all those who identify as women. Self-definition is at the discretion of the individual. We welcome all peoples from Aboriginal and Torres Strait Islander, CALD, LGBTQI+ Communities and those living with disability will feel accepted, affirmed, safe and celebrated.

Line Manager:	Clinical Lead
Supervises:	None
Internal Relationships:	Clinical Lead, Social Workers, Counsellors, WH Nurse, Administration Team, CEO, and broader WHNR staff.
External Relationships:	General community members, visitors, service providers (for information only, not case coordination).

I acknowledge that:

- The Position Description (PD) is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the parameters of WHNR's training guidelines.
- The PD will be reviewed regularly in consultation with me.
- The performance measures, where included in this document, are indicative. Performance measures will be set by the Line Manager in discussion with me, for each year (or another set period) and my performance reviewed against those performance measures.

I have read this document and agree to undertake the duties and responsibilities listed above.

Name: _____

Signature: _____ Date: _____