

Senior Administration Coordinator

Job Title: Senior Administration Coordinator

Location: MHLET Hobart Office, with state-wide support and collaboration

Classification/Salary: SCHADS Award – Level 5.1 (\$51 per hour)

Employment Status: .7 FTE (Monday to Thursday 9AM-4PM)

Reports to: Programs Manager and CEO

Term: Fixed term to 30 June 2027

About the Position

The **Senior Administration Coordinator** provides high-level administrative and operational support for the successful delivery of MHLET's **Self-Empower Now** projects. Working closely with the Program Manager and CEO, this role ensures the smooth coordination of project activities, supports participant engagement workflows, monitors key performance data, and oversees systems and documentation to deliver a high-quality, values-aligned experience for all stakeholders.

This front facing role is ideal for someone with strong coordination and systems skills, high level administrative skills and member and stakeholder engagement skills. The role supports the core administrative functions of all MHLET programs while playing an important part in shaping processes, tracking outcomes, and supporting members and program participants.

Role Purpose

To provide high-level project and administrative support and coordination for all MHLET programs, with a focus on supporting data integrity, process design, participant tracking, and communications with members, consumer representatives and program participants and the MHLET office. Maintaining and fostering relationships with stakeholders to ensure the smooth coordination of program outcomes. This role also provides high level ad hoc administrative support at times to the Programs Manager and CEO.

Key Responsibilities

1. Project Administration and Coordination

- Oversee the day-to-day administrative systems of the Self Empower Now project, Consumer Representative Program and Member Engagement activities and events.
- Maintain and improve project documentation.
- Support logistics for project training sessions, meetings, outreach activities, and events.
- Develop templates, checklists, schedules, and tools that support project delivery and compliance.

2. Participant Journey Tracking and Reporting

- Support the development and monitoring of participant onboarding, progression, and tracking progress through programs.
- Maintain accurate and timely digital records and databases (e.g., CRMs, spreadsheets, cloud storage).
- Generate regular internal reports on participation levels, support activity, and outcomes.
- Support the implementation of MHLET's Safety Policies, Risk Register and Continuous Improvement Plan.

3. Communication and Stakeholder Liaison

- Act as a first point of contact for routine participant and stakeholder queries about MHLET's member activities and programs.
- Draft internal and external communications such as meeting minutes, emails, updates, schedules, and briefings.
- Ensure key staff and external contacts have timely and accurate information relevant to their roles.
- Maintain participant confidentiality and uphold MHLET's ethical communication standards.

4. Monitoring and Compliance Support

- Track project deliverables and KPIs, working with the Programs Manager to support milestone completion.
- Assist in preparation for internal reviews, audits, and external evaluations by maintaining organised records.
- Monitor adherence to administrative and funding compliance requirements (e.g., training records, consent forms, reporting templates).

5. Team and Project Support

- Provide general coordination and administrative support to the project team, including the Participant Support Officer, Learning and Development Coordinator, and Engagement Coordinator.
- Coordinate team meetings, document decisions and actions, and monitor follow-up items.
- Support resource development and document formatting for training and participant materials.
- Maintain MHLET's cloud-based systems and team access in collaboration with the CEO.

6. Values-Based Practice

- Embed MHLET's lived experience values in all administrative processes and communication.
- Ensure systems are inclusive, accessible, and trauma informed.
- Support lived experience leadership through collaborative workflows that honour the unique perspectives of staff and participants.

Selection Criteria

1. **Lived experience** of psychosocial disability and/or mental health challenges, and ability to use this lived experience in a purposeful, respectful and safe way.
2. **Demonstrated experience** in high-level administration, project coordination or similar roles, ideally within community, disability or mental health settings.
3. **Excellent organisational skills** with the ability to manage competing priorities, track deliverables, and meet deadlines in a complex project environment.
4. **Strong digital literacy** including confident use of MS Office, Google Suite, digital record systems, cloud platforms, and basic data reporting.
5. **Clear and empathetic communication** skills, with the ability to write clearly, manage correspondence, and liaise with diverse stakeholders.
6. **Collaborative team approach**, with a willingness to support others, solve problems proactively, and contribute to shared goals.

Other Mandatory Requirements

- Must be an Australian citizen or permanent resident.
- Satisfactory National Police Check and Working with Vulnerable People registration.
- Current driver's licence.
- Ability to perform the inherent requirements of the role, with reasonable support where required.
- High level of competence with the Microsoft Office Suite including MS Teams and SharePoint.
- Drivers license and the capacity to travel within the state (this will be only occasionally)

MHLET Core Competencies

- Self-awareness, reflective practice, and emotional intelligence
- Risk management and compliance
- Clear, inclusive communication
- Personal accountability and integrity
- Ability to work within MHLET's lived experience values and trauma-informed principles

How to Apply

Please submit:

- A cover letter
- Your CV
- A document addressing the Selection Criteria and Other Mandatory Requirements
- Please note only applicants that provide a cover letter, CV and separate address to the selection criteria will be considered.

To:

Shandell Hancock

Acting Programs Manager

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 03 6223 1952

Applications close: **21st January 2025**