



**Position Title:** Administration Support  
**Classification:** CPL EA – Schedule C – Level 2  
**Reports To:** Supervisor or Manager

### About CPL

The Cerebral Palsy League (CPL) is a non-profit organisation that provides vital support and services to more than 8,000 children and adults with disabilities in Queensland and Northern NSW.

We give our clients the freedom of **choice**, the opportunity to chase their **passion** and the support to live the **life** they choose. CPL provides services every day, at every stage of life and have been doing so for over 65 years in thousands of homes, schools, communities and workplaces.

### Our Vision

An inclusive society for all people.

### Our Purpose

To provide services for people with physical disability so they can lead the life they choose.

### Our Difference

We have been working in your community for over 65 years. We have the expertise to deliver services to people of all ages with all levels of physical disability. We will work with you and your loved ones to maximise your independence so you can live the life you choose in your community.

### The CPL Way

**We are a business with a heart.** Our values of client focus, respect, inclusion, integrity, excellence and courage drive us to:

- Understand the person
- Give great service
- Work together
- Find better ways

We embody The CPL Way in our daily work life by:

- Demonstrating **understand the person** by asking open questions, knowing other’s strengths and how to use them, appreciating other’s deliverables and stressors, reserving judgement and focusing on understanding.
- Demonstrating **give great service** by asking questions to clarify outcomes to be achieved and by providing options to achieve those outcomes. Identifying expected impacts of any change on internal and external clients and by focusing on how we make this happen safely and effectively.
- Demonstrating **work together** by actively seeking out information, respecting the stage of the process, looking for ways to help and enhance outcomes and understanding what others are trying to achieve.



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- Demonstrating **find better ways** by talking through issues respectfully, involving clients in identifying issues and designing solutions, looking beyond the sector and Australia for solutions, challenging the status quo and making it easier for clients and staff.

### Position Purpose

To provide quality clerical, administrative and secretarial services to achieve optimum levels of support to the business area/service.

To support continuous improvement in the business performance of the business area/service and effectively contribute towards achievement of the organisation's vision and purpose.

### Key Responsibilities

- Provide effective clerical, administrative, receptionist and/or secretarial services as appropriate to ensure optimum support to the business area/service.
- Deliver professional customer service which positions the organisation positively and favourably with all who come into contact, in a timely manner.
- Develop and maintain effective relationships with relevant internal and external stakeholders to ensure quality outcomes are achieved.
- Effectively administers operations and systems established for the successful administrative functioning of the business area/service; which may include word processing, financial processing, personnel administration and the processing of payroll documentation in accordance with CPL policies and procedures.
- When required, undertakes data entry and maintenance of records in accordance with CPL policies and procedures or relevant funding body guidelines and requirements.
- When required, arranges routine travel bookings and schedules meetings or appointments.
- Actively participates in induction, training and regular team meetings as directed.
- Undertakes other responsibilities as required and directed by the Supervisor or Manager.

### Supplementary Responsibilities

- Embodies The CPL Way in daily work life (see first page).
- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.

### Organisational Relationships

- Reports directly to the Supervisor or Manager.
- Liaises internally with: local and head office staff, administrative teams, clients and families.
- Liaises externally with: Government staff and appropriate representatives from funding bodies, other local service providers, the public, suppliers and contractors.



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### Extent of Authority

- Works under general direction.
- Freedom to act is within established guidelines.
- Solutions to problems may require exercise of judgement and initiative, with guidance found in CPL policies and procedures and assistance readily available.

### Selection Criteria

Applicants must address the following criteria in writing to be considered for this position:

- Demonstrated experience in providing quality clerical, administrative, receptionist or secretarial support.
- Effective interpersonal and communication skills, including a professional telephone manner.
- Demonstrated organisational, time management and task prioritisation skills including the ability to achieve quality outcomes under pressure and within deadlines.
- Demonstrated ability to work in a team environment and also independently to deliver results.
- Intermediate skills in computer software applications and technologies, including the Microsoft Office suite of programs and Internet Explorer.

### Additional Requirements

These do not need to be addressed in selection criteria but must be included in application:

- Eligibility to meet the requirements of a Department of Communities and Commission for Children and Young People and Child Guardian criminal history screening.
- Current 'C' class driver's licence.

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