

GHR26 POSITION DESCRIPTION

Position title	Admin Assistant
Location	National Office
Reports to	Corporate Services Manager
Direct Reports	NIL
Primary purpose of the position	<ul style="list-style-type: none"> • Contribute to national projects, operations, governance, and organisational systems, including the Quality Management System, Training Management System, Data Management Systems, and related platforms. • Provide secretariat support to the CEO and National GROW teams, including coordination, diary, documentation, and follow-up actions. • Manage National Office administration and day-to-day operations, supporting staff with tasks and projects, and overseeing operations, facilities, and maintenance.

ABOUT GROW

GROW is a national community-driven organisation specialising in mental health peer-to-peer support developed from the lived experience of recovery. Our programs are designed for people to take back control of their lives, overcome obstacles and start living a life full of meaning, hope and optimism. GROW offers the opportunity for people to share challenges and solutions for recovery in a supportive and structured way within the context of a caring, sharing community.

Our Vision

GROW is widely recognised as the premier provider of intentional peer to peer support to promote hope, mutual help and recovery for good mental health for people throughout Australia.

Grow Mission

We enable people and communities to grow, recover and maintain good mental health.

Our Values

Personal responsibility, Personal value, Friendship, Mutual help and Community.

<p>Responsibilities and Service Delivery</p>	<p>Administrative Support</p> <ul style="list-style-type: none"> • Provide day-to-day administrative support to National Office staff • Manage incoming and outgoing correspondence (email, phone, mail) • Assist managing Training Management System • Maintain accurate electronic filing systems on Sharepoint and record keeping • Assist with document preparation, formatting, and version control of policies and procedures
---	---

GHR26 POSITION DESCRIPTION

	<ul style="list-style-type: none"> • Support to the CEO’s diary management; correspondence, conference booking and travel and general administration • Assist with ad hoc administrative tasks as required • Assist Marketing and Communications staff with website maintenance and publications. • Assist National Office Team with annual Audits
Resource Management	<ul style="list-style-type: none"> • Ensure adherence to organisational policies, procedures, and service manuals to deliver consistent, high-quality client service provision.
Relationship Management	<ul style="list-style-type: none"> • Ensure a positive working relationship with the Team • Warm, approachable, and empathetic communication style. • Positive attitude and willingness to support the team. • Ability to remain calm under pressure.
Safety	<ul style="list-style-type: none"> • Champion the importance of every person’s physical, mental & emotional well-being; hold others accountable to this ethos. • Lead by example, in the management of work and personal life. • Manage personal health to ensure fitness for work. • Ensure that all incidents, accidents, injuries, and complaints are reported.

CORPORATE RESPONSIBILITIES:

- Comply with all relevant legislation, regulations and policies and procedures, including Code of Conduct and workplace health and safety standards.
- Work within delegations of position.
- Maintain confidentiality of information pertaining to GROW.
- Demonstrate high standards of personal and professional behaviour.

Competencies and Mandatory requirements

	Required	Highly desirable
Qualifications	<ul style="list-style-type: none"> • Qualifications in a relevant field (e.g., Administration, Business). 	<ul style="list-style-type: none"> • Knowledge of the not-for-profit or mental health sector •
Experience	<ul style="list-style-type: none"> • Experience in similar role 	

GHR26 POSITION DESCRIPTION

Skills	<ul style="list-style-type: none"> Advanced skills in Microsoft Office 365 and demonstrated ability to learn further software programs as required. 	
---------------	--	--

Additional mandatory requirements

- A Police Certificate is required in accordance with relevant legislation and Grow policy. Where applicable, additional state-based screening may be required.
- Evidence of Australian citizenship or current working visa.

It should be noted that Position Descriptions are under constant review and may be changed at any time.

EMPLOYEE DECLARATION

I have read and understand that the statements are a description of the functions assigned my position.

Click or tap here to enter text.	TYPE YOUR NAME HERE	Click or tap to enter a date.
Applicant/ Employee Name	Signature	Date