



## Aboriginal Health Council of South Australia Ltd.

**Position: RTO ADMINISTRATION OFFICER**

**Work Group: RTO**

**Reports to: Manager of Primary Health and RTO**

**Classification Code: Level 4**

**Employment status: Full-Time, Fixed Term 2 years**

**Approval: ..... Date:.....**

**Executive Board Aboriginal Health Council of SA Ltd.**

## JOB SPECIFICATION

### 1. Organisational overview

The Aboriginal Health Council of South Australia Limited (AHCSA) is the peak body representing Aboriginal community-controlled health and substance misuse services in South Australia at state and national levels.

Our primary role is to be the 'health voice' for all Aboriginal people in South Australia. We achieve this by advocating for the community and supporting workers through our Member Services with appropriate Aboriginal health programs based on a holistic perspective of health.

AHCSA delivers nationally accredited training and has been registered with the Australian Skills Quality Authority (ASQA) as a Registered Training Organisation (RTO) since 2004 (RTO 40142). AHCSA prides itself on providing a comfortable learning environment reflective of the organisation's cultural values and connections.

### 2. Summary of the broad purpose and characteristics of the position

The RTO Administration Officer is responsible for delivering timely, efficient, and high-level administrative services to support both students and staff within the RTO. This position serves as the primary point of contact for AHCSA RTO students, student employers, and both internal and external stakeholders, ensuring smooth and effective communication.

This position involves coordinating administrative processes, managing data systems, and ensuring compliance with relevant regulations. The RTO Administration Officer is responsible for providing a high standard of student and stakeholder service to maximise the experience of AHCSA students, whilst maintaining adherence to AHCSA policies and procedures.

### 3. Organisational relationships and extent of authority

The RTO Administration Officer is accountable to and reports to the General Manager of Primary Health Programs and RTO. It works under general direction, following broad work instructions, applying established AHCSA procedures, processes and guidelines to guide work activities, and seeking assistance as required.

Act as the primary liaison and coordination point for the RTO Team, ensuring effective communication across team members and maintaining operational efficiency and responsiveness within the RTO function.

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### 4. Special conditions

- Out of normal hours work may be required.
- National Police Certificate is required.
- Working With Children Screening required.
- Drivers License

### 5. Statement of Key Responsibilities

The RTO Administration Officer is responsible for:

#### Administrative and Coordination Tasks:

- Supporting the RTO Team through efficient coordination with a high level of organisation, efficiency and adaptable mindset.
- Assisting with the implementation of best-practice administrative systems, templates, and processes to improve effectiveness and outcome for students and the RTO.
- Organising RTO related meetings, including the preparation of agendas, minutes, and papers.
- Coordinating external suppliers for training events and workshops.
- Responding to enquiries about education products and services promptly and in a professional and courteous manner.
- Maintaining a customer database and accurate records of all enquiries and prospects.
- Creating and maintaining student files (electronic and hard-copy) to the highest level, utilising the SMS/LMS system.
- Coordinating administrative requirements for staff and student travel-related arrangements.
- Developing information sheets and processes for other RTO staff relating to training contracts and traineeship documentation
- Coordinating the printing and collation of learning materials, in line with RTO processes.

#### Data Management and System Support:

- Establishing and maintaining key elements within the Student Management System including workshop creation, workflow set-up, and template design.
- Providing system support to RTO staff to enable appropriate use of the system functions.
- Maintaining data quality within the Student Management System by developing user guides and regularly conducting data audits and corrections.
- Proactively identifying inefficiencies within the Student Management System and developing new or improved functions to resolve these.
- Coordinate and submit monthly training data submissions relating to funding including the use of systems such as Avetmiss, NACCHO and other submissions as directed.
- Follow up and collect data as required to ensure data submissions are accurate and timely
- Providing team members with guidance on data entry processes and best practices to ensure consistency and accuracy of data.

#### Financial Support and Quality Assurance:

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- Supporting the General Manager Primary Health Programs and RTO in the reconciliation of financial information as it relates to training contracts and traineeship outcomes.
- Collating and reviewing tax invoices and purchase orders for payment. Completing this in alignment with AHCSA processes.
- Coordinate paperwork to seek reimbursements for AHCSA.
- Participating in Continuous Quality Improvement (CQI) activities of the RTO and organisation.

### Team Culture:

- Building constructive relationships with colleagues across all Directorates through open, inclusive, and professional communication.
- Supporting a culture of teamwork, accountability, and mutual respect that aligns with AHCSA's values and commitment to community-led practice.
- Actively contributing to problem-solving, innovation, and process improvement initiatives that enhance organisational effectiveness.
- Participating in team discussions, cross-functional activities, and organisational events that strengthen engagement and a sense of shared purpose.
- Promoting a positive, solutions-focused attitude that fosters collaboration and trust within the workplace.

### Communication:

- Delivering exceptional interpersonal and written communication when liaising with internal and external stakeholders, including staff, members, partners, and community representatives.
- Managing communication channels for the RTO ensuring enquiries, correspondence, and requests are handled promptly, accurately, and with confidentiality.
- Supporting the coordination of internal communications and information flow between the General Manager, Primary Health Programs and RTO, RTO staff and other AHCSA teams to ensure alignment and consistency.
- Drafting and reviewing correspondence, briefings, and other communication materials on behalf of the RTO, ensuring accuracy and tone appropriate to audience and purpose.
- Exercising sound judgment and professionalism when managing sensitive or confidential information.
- Contributing to a positive organisational image by modelling culturally respectful, inclusive, and professional communication at all times.

### Internal and External Stakeholder Engagement

- Liaising and collaborating with the Accreditation and Compliance, Clinical Educator Team, Student Support Officer and Jurisdictional Traineeship Coordinator to ensure efficient, collaborating problem solving and teamwork.
- Supporting communication and task coordination between Business Services, HR, IT, and Finance to promote consistency and efficiency.
- Communicating and coordinating with Centrelink, Members Service, SA Health and other services to support student outcome.



## REQUIREMENTS OF THE POSITION

### 6. Essential Skills, Knowledge, Experience, Qualifications and/or Training

#### 6.1. Knowledge, Skills, Abilities and Behaviours

AHCSA's **Organisational Capability Framework** outlines the essential knowledge, skills, abilities, and behaviours required to succeed in each role. This framework is a critical tool for attracting, recruiting, developing, and retaining a capable, adaptable, and responsive workforce.

The framework defines core and technical capability areas. Core capabilities apply to **all positions**, and technical capabilities are specific to **particular positions** within AHCSA.

The following capabilities have been identified as vital for the effective performance of this position and will be assessed during the recruitment process. These competencies are key to ensuring success and alignment with AHCSA's goals and values.

| CAPABILITY AREA   | DESCRIPTORS   |
|---|---|
| <b>core capability   PERSONAL ATTRIBUTES</b>  |   |
| <p><i>Cultural Respect and Inclusiveness</i></p> <p>Engage stakeholders inclusively, respecting Aboriginal cultural values and diverse community insights to guide actions.</p> | <ul style="list-style-type: none"> <li>Respect and seek to understand diverse needs, beliefs, and values.</li> <li>Recognise inclusive behaviours, holds self accountable for inclusivity.</li> <li>Incorporate cultural respect into interactions with Aboriginal people and communities.</li> <li>Ensure actions and communications are culturally appropriate.</li> </ul>                                    |
| <b>core capability   AUTHENTIC RELATIONSHIPS</b>  |   |
| <p><i>Customer Focus</i></p> <p>Understand customer needs and deliver high impact services that meet those needs.</p>   | <ul style="list-style-type: none"> <li>Understand customer requirements and how work addresses customer needs.</li> <li>Take responsibility for delivering services that meet customer requirements.</li> <li>Identify and respond quickly to customer needs, identifying opportunities to improve services.</li> </ul>   |
| <b>core capability   ENABLING DELIVERY</b>  |   |
| <p><i>Planning and Prioritising</i></p> <p>Plan to achieve priority outcomes and respond flexibly to changing circumstances.</p>  | <ul style="list-style-type: none"> <li>Plan and coordinate allocated activities.</li> <li>Prioritise own work activities to achieve set goals.</li> <li>Contribute to the development of team workplans and goal setting.</li> <li>Understand team objectives and how own work relates to achieving these.</li> <li>Respond to changing circumstances, adjusting plans and schedules when necessary.</li> </ul> |



|   |   |
|---|---|
| <p><i>Accountability for Results</i></p> <p>Take responsibility for actions to achieve high-quality results through a commitment to excellence.</p> | <ul style="list-style-type: none"> <li>• Take ownership of tasks and actions, understanding their impact on outcomes.</li> <li>• Seek clarification or advice when required.</li> <li>• Take the initiative to progress own work.</li> <li>• Identify resources needed to complete allocated work.</li> <li>• Deliver high-quality work with attention to detail.</li> <li>• Follow policies and procedures to ensure consistent work.</li> </ul> |
|---|---|

**6.2. Experience**

- Demonstrated experience in administrative or executive support roles within healthcare or community services.
- Exposure to information technology-based systems relevant to role.
- Experience working in multi-disciplinary team environments.
- Demonstrated foundational knowledge in administrative processes, customer service, record management, and workplace communication within business or health settings

**6.3. Educational/Vocational Qualifications**

- Nil.

**7. Desirable Experience, Qualifications and/or Training**

- Certificate III in Business or Health Administration

**7.1. Experience**

- Exposure to relationship-building with external stakeholders.
- Experience engaging with Aboriginal people and communities.
- Experience using student management systems (SMS) and learning management systems (LMS)
- Demonstrated foundational knowledge in administrative processes, customer service, record management, and workplace communication within business or health settings.
- Understanding of RTO compliance requirements, student administration processes, training package standards, and quality assurance practices. Experience supporting trainers, learners, and administrative workflows in an RTO environment is highly valued

**7.2. Educational/Vocational Qualifications**

**Acknowledged by Occupant**

.....  
**Print name Signature Date**

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