

Position Description

Administration Assistant – Psychology

OVERALL PURPOSE OF THE POSITION

- To facilitate the smooth running of the Careers & Counselling Centre;
 - To liaise between the School Psychology Team, Careers & External Programs Department and other Departments and staff within the School;
 - To liaise with external providers to students seeking assistance through the School Psychology Team;
 - To facilitate the effective operation of the School Psychology Service;
 - To provide a reception service to students, including students who may be distressed, in crisis or subject to a critical incident; and
 - To provide professional administrative support to the School Psychology Team and Careers & External Programs Department.
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PRIMARY DUTIES & RESPONSIBILITIES

School Psychology Services

- Manage student and parent enquiries received by telephone, by email and in person;
- Manage student attendance in Engage for those that sign in and / or sign out of School through the Careers & Counselling Centre, and those attending appointments;
- Manage and maintain Time-Out Register of students nominated by School Psychologists;
- Triage of students requiring “time-out” from class - determine the needs of individual circumstances and supervision of those students;
- Manage each School Psychologist’s diary through Outlook and other digital platforms
 - co-ordinate appointments for staff, students, parents and external professionals; and
 - schedule meetings for various teams within the School.
- Provide administrative support regarding the organisation of parent forums / seminars and meetings, including liaising with Heads of Schools, BCPA and Facilities Co-ordinator;
- Assist in the maintenance and retrieval of information from Engage database, including student academic reports, student attendance records;
- Taking minutes for meetings and interviews, and transcribing recordings of confidential interviews;
- Prepare Agendas for fortnightly JSSST and ICSST Meetings and distribute information to relevant staff;
- Update and maintain Intake list;
- Monitor and maintain School Psychology Services content of School Website, Portal and Intranet;
- Co-ordinate reception for critical incidents;
- Undertake correspondence for School Psychologists;
- Manage archive filing and file disposal for School Psychologists;
- Monitor and maintain psychological testing resources;
- Order psychometric test materials;
- Maintain a library of resources for students and families; and
- Assist the Head Psychologist to manage the budget for the School Psychology Team.

Careers & External Programs Department

- Manage parent and student enquiries received by telephone, by email and in person;
- Manage Dean of Careers + External Programs electronic diary through Engage;
- Manage student attendance for Careers appointments in Engage;
- Manage resources in the Careers Centre.

CHALLENGES

- Prioritising the workload for the position given the diversity of responsibilities and expectations and competing demands of staff, students and parents;
- Managing a significant database of students to provide timely, up-to-date information whilst maintaining a high degree of privacy and confidentiality;
- Supporting the effective operation of two distinct areas of responsibility;
- Providing high quality and effective administrative support; and
- Dealing with students and parents in complex situations.

OPPORTUNITIES

- The position will play a vital role in supporting the integrity and value of the School Psychology service, with opportunities to further develop skills and experience;
- To provide effective support to a systematic and structured Careers Program;
- The position will be integral to maintaining up-to-date information and advice via the School's database; and
- The position has the opportunity for a person with initiative to review and continuously improve systems.

DECISION MAKING**Independently**

- As the first point of contact to the Careers & Counselling Centre, there is a need to identify students' needs and refer to the School Psychologists or Dean of Careers & External Programs for action;
- Day to day responsibility for the administrative tasks of the School Psychology Service, and for prioritising workload in regard to criticality and importance;
- Handling, at first instance, students and parents who are concerned or distressed;
- Responsible for the maintenance of an effective filing and archiving system and other related administration matters;
- Responsible for accurately maintaining database information and running regular reports;
- Day to day coordination of the elements of the Careers Program and issues that arise, including liaison with students, parents and providers; and
- Management of resources.

With Input

- Determine key priorities for the position, in consultation with and as agreed with the Head Psychologist and Dean of Careers & External Programs;
- Resolution of any issues arising from the programs provided by the School Psychology Service and Careers Department.

Recommends

- Advises the Head Psychologist and Dean of Careers & External Programs on the development and implementation of effective administrative systems for both departments.

KEY COMMUNICATIONS/INTERACTIONS

Internally

- Daily with the School Psychologists to facilitate the smooth running of appointments and administration;
- Daily with the Dean of Careers & External Programs to facilitate the smooth running of appointments and administration;
- Daily with students and parents to manage sensitive enquiries and concerns in a confidential and respectful way; and
- Regularly with other staff of the School as the first point of contact for the School Psychology Service and Careers & External Programs Department.

Externally

- Regularly with a broad cross-section of external stakeholders and consultants being the first point of contact for the School Psychology Service and Careers & External Programs Department via phone, written communication (print or electronic) or in person.

SKILLS AND KNOWLEDGE ESSENTIAL TO THE JOB

- Experience in providing administrative support at a senior level.
- Maintaining a high level of confidentiality at all times.
- Advanced administration skills in an educational context.
- Excellent interpersonal, oral and written communication skills, particularly with students and parents.
- Empathy with students in distress and concerned parents.
- Understanding the ethical and privacy issues associated with the provision of school psychology and careers services.
- Expertise in the use of information technology.
- Competence in the use of organisational database systems, including the capacity to use the School's database systems at a high level, including reporting. Some computer-based account coding and report generating knowledge is desirable.
- Excellent organisational skills including electronic and paper-based file management.
- Ability to coordinate and liaise with Financial Services.
- Ability to plan and coordinate events and functions.
- Excellent analytical, time management and prioritising skills.
- Proven ability to develop and manage relationships with a range of people.
- Ability to work under pressure, establish priorities and set and achieve work goals.

ESSENTIAL PERSONAL ATTRIBUTES

- Intelligent, lateral thinker.
- Self-assessing.
- Innovative/creative personal style.
- Exceptional personal standards of honesty, integrity, professionalism and confidentiality.
- Team player.
- Strong service orientation with the ability to foster a strong service culture.
- Excellent presentation skills.
- Highly refined communication skills, both written and oral.
- Strong motivation, influencing and team-building skills.

- Strong people management and development skills and orientation.
 - Strong negotiation skills.
 - Commitment to the principles and practices of a learning organisation.
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ACCOUNTABILITY

Child Safety

Barker College has an abiding commitment to the safety, protection and well-being of all children and young people in our care. All staff members will be held accountable for ensuring adherence to the policies of the School, in particular those relating to the safeguarding of children.

General

Breaches to a staff member's responsibilities and/or authority will be managed through the School's Disciplinary Management Procedures. This defined accountability is underpinned by Barker College's Code of Conduct and the Complaints Procedures.

Work Health and Safety

All staff members will be held accountable for their actions and omissions where it affects their own or another person's workplace safety.

SPECIAL CONDITIONS

- Prepared to undertake any additional training to complement the position
 - Flexible working hours
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ORGANISATION CHART RELATIVE TO POSITION

The Manager's Manager:	Deputy Head Academic Care
The Immediate Manager:	Head Psychologist
This position:	Administration Assistant – Psychology

APPROVAL

This position description accurately details the primary duties and responsibilities of the **Administration Assistant – Psychology**.

Approved by the Head Psychologist on 8 April 2024.

ACCEPTANCE OF POSITION DESCRIPTION

Position description accepted by:

Name of Staff Member:

Signature of Staff Member:

Date:
