

**IAHA****Indigenous Allied
Health Australia**

Duty Statement

Position:	Administration Support Officer
Location:	Canberra, ACT
Salary:	\$78,954 - \$83,424 plus superannuation and salary packaging
Hours:	Full time – 37.5 hours per week Some work outside of normal business hours may be required.
Reports to:	Corporate and Events Lead
Contract:	Fixed Term – 30 June 2026 with the possibility of extension

The role is an **identified position** open to Aboriginal and Torres Strait Islander candidates only. This is intended to constitute a special measure in line with the **Discrimination Act 1991 (ACT) subsection 27 (1)(b)** and the **Racial Discrimination Act 1975 (Cth) subsection 8(1)**.

Purpose of the position

Indigenous Allied Health Australia (IAHA) is a growing, national Aboriginal and Torres Strait Islander community-controlled organisation, with positive relationships with members, stakeholders, and the community a key component of IAHA's continued success. The Administration Support Officer is a valued member of the IAHA team, providing support to IAHA colleagues through administrative capability across project development and implementation, training and development, community and member engagement, reception and customer service, member support and corporate administration and other activities in the day-to-day operations of IAHA.

Organisational environment

IAHA is a national, community controlled, not-for-profit and member based Aboriginal and Torres Strait Islander allied health organisation. IAHA was established in 2009, from a network of committed allied health professionals and is now a registered company limited by guarantee. IAHA has a growing Secretariat with offices based in Canberra, Darwin, Katherine, Lismore, and Sydney, supporting a Board of Directors and over 1700 members nationally. Further information on IAHA, our membership, activities and projects can be found on our website www.iaha.com.au

IAHA appreciates all people working in Aboriginal and Torres Strait Islander health and wellbeing including a holistic approach to health care; the value of education and other social determinants; the right to self-determination for Aboriginal and Torres Strait Islander people; their cultures, spirituality and traditions of wellness and health. IAHA's vision is that all Aboriginal and Torres Strait Islander people and future generations are thriving in ongoing connection to self, spirit and place.

IAHA focuses on five strategic areas of work to:

- **Strengthen** and engage our IAHA membership.
- **Grow** the Aboriginal and Torres Strait Islander allied health workforce through access and entry, effective pathways, promoting and support for allied health careers, skills development, and retention.
- **Transform** the allied health and wider workforce by building culturally safe and responsive health and education systems.
- **Lead** in the Indigenous health and allied health sectors to ensure Aboriginal and Torres Strait Islander led solutions and approaches to policy and program development.
- **Connect** with and promoting connectedness with IAHA members, Aboriginal and Torres Strait Islander people, families, communities, and cultures.

Working conditions, benefits, and salary packaging

IAHA operates under a distributed leadership and cultural governance model to ensure that IAHA programs, activities and services are delivered and implemented in a culturally safe and responsive manner by all staff and directors.

IAHA is recognised by the Australian Tax Office as a Health Promotion Charity and salary packaging is available to all employees to increase take home pay. Free onsite parking is available for staff at the Canberra and Darwin offices.

IAHA is committed to supporting personal, cultural, and professional development opportunities for employees. IAHA provides all employees access to Employee Assistance Program (EAP), including access to Aboriginal and Torres Strait Islander providers in addition to an annual social and emotional wellbeing allowance.

In line with the IAHA Leave Policy, employees are entitled to flex time as approved in advance. IAHA provides a diverse range of leave entitlements additional to recreational and personal leave including cultural leave, bereavement/compassionate leave, emergency services leave, special leave, paid parental leave and pandemic leave.

The employment instrument is the National Employment Standards – Fair Work Act (2009).

Role responsibilities

The Administration Support Officer duties may include most, and potentially all, of the following:

1. Support office reception and administration including management of incoming and outgoing phone calls, directing calls, email correspondence and mailbox management, and coordinating meetings.
2. Assist with office management, including coordination with external service providers such as cleaners, organisation of meetings, minute taking and other administrative tasks.
3. Provide executive support to the Chief Operating Officer including diary management and coordination, travel arrangements, and stakeholder management.
4. Support project and programme development and delivery, including travel bookings and administration, logistical support, and freight and stock distribution.
5. Assist and support the corporate team with governance and compliance, marketing, stakeholder engagement, member activities and events.
6. Coordinate the allocation of IT resources, including access, onboarding devices and software, across all locations nationally.
7. Perform data entry and management with the use of databases, record management and spreadsheets as requested within the work level standards.
8. Provide reports and briefings for senior staff and team workplans.
9. Design presentations and use of other technologies
10. Other duties as required.

Selection Criteria

Essential

1. Proven ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander peoples and a broad range of stakeholders.
2. Demonstrated ability to undertake and complete a range of tasks associated with delivering administration and corporate support and services internally and externally stakeholders.
3. Demonstrated effective communication, organisational and negotiation skills.
4. Demonstrated experience in more of the following areas: business administration, program support, executive or corporate support, bookkeeping, IT or data management.
5. Demonstrated personal attributes including initiative, attention to detail, a positive approach to work, flexibility, integrity, honesty, and can-do attitude.

6. Demonstrated ability to work as a member of a team (large and small) in a fast-paced environment to meet tight deadlines.
7. Working with children / working with vulnerable people's card and nation police clearance or ability to obtain one before commencing.

Desirable

8. Certificate III level or above qualification in business administration, community services, training, events or a related area.
9. Previous experience in project and/or corporate related administration support.

