

Position Description

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| Position Title: | Administration Support Officer |
| Classification: | Disability Enterprise Employee Level 3 |
| Industrial Instrument | <i>Kyeema Support Services Inc Enterprise Agreement 2023 (as amended)</i> |
| Division: | Healthy Ageing Hub |
| Reports To: | Hub Coordinator |
| Direct Reports / Portfolio | Nil |

Kyeema welcomes and encourages applications from people with disability, Aboriginal and Torres Strait Islander peoples, and people with diverse cultural and linguistic backgrounds.

About the Organisation

Kyeema Support Services Inc (Kyeema) is a registered NDIS provider committed to delivering high-quality, person-centred services that empower individuals to make choices and enrich their lives. We value inclusion, respect, and integrity, and strive to create a supportive and professional environment for our staff and participants.

Position Purpose

The Service Navigator supports older people to access information, navigate systems and connect with appropriate health, aged care and community supports. The role focuses on practical assistance, warm referrals and follow-up to reduce barriers to access and support early intervention and social connection.

Key Responsibilities

Participant Intake and Navigation

- Act as a key contact for people accessing the Healthy Ageing Hub via walk-in, phone, outreach or referral.
- Complete light-touch intake to identify participant goals, needs and barriers.
- Provide practical guidance to help participants understand and navigate service systems, including My Aged Care (non-clinical).

Warm Referrals and Follow-Up

- Make warm referrals to appropriate community, health and social supports.
- Follow up with participants to confirm connections and resolve barriers.
- Support participants to take up and remain engaged with services.

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Service Delivery Support

- Deliver navigation sessions at the fixed hub and scheduled outreach locations.
- Support group programs and peer-led activities as required.
- Work collaboratively with the Hub Coordinator and peer workforce.

Data, Records and Reporting

- Maintain accurate and confidential participant records.
- Record contacts, referrals and outcomes in line with program requirements.
- Contribute to monitoring, evaluation and reporting processes.

Safeguarding and Professional Practice

- Work in line with Kyeema safeguarding, privacy and professional boundary policies.
- Identify and escalate concerns, risks or incidents appropriately.

Key Selection Criteria

Essential

- Experience in service navigation, intake, community support or customer-facing roles.
- Strong interpersonal and communication skills.
- Ability to explain complex information in clear, practical terms.
- Good organisational skills, including follow-up and record-keeping.
- Commitment to respectful, inclusive and participant-centred practice.

Desirable

- Experience working with older people or community services.
- Knowledge of local services and supports in Glenelg Shire.

Key Performance Indicators (KPIs)

| Area | KPI |
|--|---|
| Participant Intake & Navigation | <p>≥90% of enquiries (walk-in, phone, referral) responded to within same business day</p> <p>≥80% of participants demonstrate improved understanding of services (via feedback)</p> |
| Warm Referrals & Follow-Up | <p>≥75% of referrals result in successful connection to services</p> <p>≥85% of participants receive follow-up within 10–14 days</p> |

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| Service Delivery Support | <p>≥95% of scheduled hub and outreach sessions delivered</p> <p>Demonstrates effective teamwork (≥80% positive internal feedback)</p> |
| Data, Records & Reporting | <p>≥95% of participant records are accurate and complete</p> <p>100% compliance with confidentiality and data requirements</p> |
| Safeguarding & Professional Practice | <p>100% compliance with safeguarding, privacy, and professional boundaries</p> <p>100% of risks/incidents documented and reported within required timeframe</p> |

Workplace Health & Safety Responsibilities

- Comply with WHS legislation and company policies
- Report any hazards, incidents, or injuries promptly
- Promote a safe, inclusive, and respectful workplace

Child Safe Responsibilities

- Kyeema has systems to protect children from abuse, will take all allegations very seriously and will respond to them consistently in line with Kyeema's policies and procedures.
- Kyeema is committed to promoting cultural safety of Aboriginal children, cultural safety of children from culturally and/or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- Kyeema holds a policy of zero tolerance to racism and has expectations that staff and volunteers will act on incidents of racism.
- Kyeema is committed to ensuring the acceptance and inclusion of participants' and workers' gender identities.

Values Alignment

Candidates must demonstrate a commitment to the values and mission of the organisation and the principles of the NDIS, including participant choice and control, inclusion, and respect for human rights.

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Employee Acknowledgement

This position description is intended to provide an overview of the responsibilities and duties of the role and does not represent an exhaustive list of all tasks the incumbent may be required to undertake. Duties may be varied from time to time in line with the needs of the organisation, provided they are within the employee’s skill level, competence, and classification under the relevant industrial instrument. The incumbent may also be required to perform other duties as directed, consistent with their qualifications and experience.

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| Employee Name: | |
| Employee Signature: | |
| Date: | |

Office use only:

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| Date of Reviewed: | May 2026 |
| Reviewed by (insert position): | Corporate Services Manager |