

Position Description



Position Title	Administration Officer (Casual)
Location	Karuna Hospice Services, 27 Cartwright Street, Windsor QLD.
Department	Operations
Hours	Casual
Classification	SCHADS Level 3 (Casual) - pay point 4
Position Purpose	The Administrative Officer provides efficient, effective, and flexible organisation support, including administration, reception and customer services, basic data collection, data entry, and analysis tasks, to contribute to the effective operations of Karuna. The Administrative Officer reports to the Business Operations Manager but will support a diverse range of teams depending on organisation requirements.
Reports To	Business Operations Manager
Direct Reports	Nil

Our Organisation	Karuna Hospice Service Ltd ("Karuna") is a community-focused organisation guided by Buddhist principles. Karuna is dedicated to alleviating suffering by fostering choice, agency, and quality of life for all. Through specialised end-of-life care and other holistic supports, we provide compassionate, dignity-centred guidance to individuals, carers, and the broader community. As part of our team, you will help uphold these values with intent and compassion, to empower people to embrace both living and dying, and support them to find peace within.
Our Values	<p>How we think: Humility <i>To delight in providing noble service in an altruistic manner for the benefit of all with whom we connect.</i></p> <p>How we act: Kindness <i>With a generous spirit we will nurture relationships with grace and empathy.</i></p> <p>How we relate: Respect <i>We commit to freely offering and affirming the uniqueness of all we encounter.</i></p> <p>How we find meaning: Courage <i>'Courage is about stretch; it's about realising that something more or different can be done, developing the determination to do it, and then carrying through despite all obstacles'</i> 16 Guidelines for Life.</p>
Our Strategic Plan	<ul style="list-style-type: none"> KHS Strategic Plan 2024 - 2027

Key Accountabilities and Outcomes

Customer Service

- Act as the initial Karuna representative for all external enquiries (via phone, email and/or site visits) and as such, practice an exemplary level of customer service that aligns with Karuna values, as well as patience and warmth.
- Identify customer service requirements and use initiative to develop solutions to meet the business needs.
- Champion and actively demonstrate the Karuna values: humility, kindness, respect and courage.
- Adapt to changing priorities and provide flexible support across teams as organisational needs evolve.

Operations and Administrative Support

- Principal point of support to provide backfill for other administrative roles as required.
- Provide whole of Karuna with general administrative support, including but not limited to daily troubleshooting, and meeting and event support.
- Maintain front of house activities including directing incoming calls, monitoring corporate mailboxes, mail collection, grocery and stationery orders, maintaining meeting rooms, organising catering, technology set up and troubleshooting.
- Liaise with an external IT provider to escalate issues/concerns for resolution within a timely manner.
- Provide flexible and targeted administration support to a multidisciplinary team: Carer and Family Support, Finance, Human Resources, Operations, Board and Leadership teams, and Brand and Engagement teams.
- Undertake small, directed projects as required by members of the Leadership Team (e.g. developing registers, setting up systems, or completing compliance-related tasks).
- Maintain accurate and up-to-date records, databases, and registers, ensuring compliance with organisational policies and relevant legislation.
- Support safe work practices by assisting with WHS-related administration, including maintaining registers (e.g. hazardous chemicals, incident reporting) and supporting compliance requirements.
- Support data collection, entry, and basic reporting to contribute to operational insights.
- Collaborate with colleagues to streamline processes and contribute to continuous improvement.

Mandatory Requirements

- Previous experience in administration or office support, including reception, data entry, and record-keeping.
- Ability and commitment to work flexibly with sometimes limited notice to meet organisational needs.
- Flexibility and adaptability to work across diverse teams and manage shifting priorities.

- Ability to work within and actively demonstrate Karuna's values: humility, kindness, respect, and courage.
- Demonstrated ability to provide friendly, professional, and patient customer service in person, over the phone, and via email.
- Strong interpersonal and communication skills, with an approachable and kind manner.
- Proficiency with Microsoft Office suite (Word, Excel, Outlook) and confidence in learning new computer systems.
- Current Queensland Class C Driver's Licence.
- Completion of mandatory pre-employment checks, including satisfactory national police check and the disclosure of any criminal history that may be relevant to the role is a condition of employment for this role.

Desirable

- Administration experience within a healthcare, community services, or not-for-profit setting.
- Familiarity with handling confidential and sensitive information in line with privacy requirements.
- Experience coordinating small projects or compliance tasks (e.g., registers, asset management, or WHS documentation).
- Knowledge of basic workplace health and safety practices.

Professional Development

- Strive to build on existing skills and capabilities (actively seek opportunities to improve skills and competencies).
- Comply with relevant professional development requirements to keep any relevant qualifications current.
- Attend and contribute to organisational training sessions.
- Proactively prepare for annual review process.
- Proactively and genuinely seek feedback on work performance.

Signature:
(Employee)

Date:

Signature:
(Manager)

Date: