

Position Description	
<b>Position Title:</b>	Regional Office Coordinator – Alice Springs
<b>Position Type:</b>	Permanent (Full-Time)
<b>Position Level:</b>	SCHADS Level 3 - dependent upon skills and experience
<b>Location:</b>	Alice Springs, Northern Territory
<b>Responsible to:</b>	Manager Client Services

### About Relationships Australia NT

Relationships Australia NT (RA-NT) is a community-based, not-for-profit, non-government organisation providing a broad range of services, for all members of the community regardless of religion, belief, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.

Relationships Australia NT is accredited as a Safeguarding Children organisation with the Australian Childhood Foundation. Therefore, all staff working at RA-NT are required to complete training regarding Safeguarding Children and mandatory reporting upon induction at RA-NT. Staff need to commit to the RA-NT Code of Conduct and all Safeguarding Children related policies.

### Purpose

We empower individuals, families, and communities to grow through a rich culture of belonging, connection and respectful relationships.

### Values

Fostering an organisational culture that embodies the following values is at the heart of how we operate at RA-NT:

Value:	This means:
Listen with compassion	We care deeply for each other and our clients. We are committed to listening with curiosity and empathy, and to providing a space for people to feel safe and supported.
Work together with respect	Relationships and the way we connect with each other are our lifeblood and are core to building each other up and working towards growth and healing.
Celebrate difference and promote fairness	We embrace diversity and prioritise inclusion, equity and self-determination. We are strong in our commitment to social justice across ages, gender, cultural and financial differences.
Strive for quality and trust	We value honesty and truth, and we do what we say we will do with a commitment to quality and professionalism. We are always learning about our clients, ourselves and best practice, to deliver the best services and programs that we can.



## Position Statement

The Regional Office Coordinator Alice Springs supports the effective delivery of RA-NT services in Central Australia by providing oversight of the Client Services function, coordinating regional operations, and ensuring a consistent and high level of service delivery.

The role acts as a key liaison between the Alice Springs office, remote sites and Darwin Head Office, while maintaining a strong client service focus and supporting regional engagement and operational integrity.

This is an on-site position in Alice Springs office.

## Key Accountabilities

### Regional Coordination and Leadership

- Provide day-to-day oversight and first point of escalation for Client Service Officers in Alice Springs.
- Maintain strong working relationships between regional sites and Darwin Head Office.
- Liaise with the Manager Client Engagement, Intake Team Leader and Program Managers to support effective service coordination.
- Coordinate Alice Springs team meetings, staff movements and remote travel.
- Support onboarding of new staff in consultation with Managers and HR.
- Communicate relevant regional matters to appropriate managers and leaders.

### Client Services and EAP Coordination

- Serve as the professional first point of contact for clients, including managing phone, email and in-person enquiries and general reception duties.
- Provide service information, direct client based on needs, triage urgent matters and complete client engagement documentation.
- Oversee the client appointment system to ensure accuracy, smooth flow and data integrity.
- Ensure confidentiality and security of client information.
- Act as key contact for Central Australian organisations engaging in EAP services, supporting monthly and quarterly reporting and contract requirements.
- Identify and escalate service-related risks and contribute to continuous improvement initiatives, including client feedback processes.

### Operations, WHS and Facilities

- Take pride in our Client facilities and assist staff in Alice Springs with their workspaces.
- Act as Regional Work Health and Safety representative, supporting emergency and safety procedures.
- Oversee and escalate facilities, fleet and building maintenance requirements, liaising with contractors and internal stakeholders as required.
- Escalate ICT issues and ensure office presentation and functionality are maintained.

### Business and Administrative Support

- Support debtor management, banking, petty cash and financial administration processes.
- Maintain accurate records, statistics and reporting data.

- Provide administrative support to practitioners and management, including documentation, event coordination and preparation of materials.
- Assist with regional engagement activities, marketing materials and internal communications.
- Contribute to organisational initiatives and undertake other duties as required.

### **Essential Criteria**

- Demonstrated ability to work in a challenging environment and positively contribute to and support a small team.
- Experience providing oversight or informal leadership within an administrative or client service function.
- Excellent organisational skills, particularly in prioritising workloads, managing competing deadlines, and supporting others to maintain effective workflow.
- Demonstrated ability to identify areas for process improvement and implement practical solutions.
- Proven experience delivering high-quality administrative and client service functions within a complex service environment.
- Demonstrated experience developing and maintaining internal and external stakeholder relationships.
- Proven ability to operate at a high level within Microsoft Office and client management systems to develop reports, tools and documentation that are fit for purpose.
- Demonstrated experience in maintaining accurate data and reporting administration processes.
- An understanding of risk, confidentiality and privacy obligations
- The ability to respond sensitively and appropriately to people who may be in distress or crisis.
- Demonstrated initiative, flexibility and sound judgement in day-to-day decision making.

### **Desirable**

- First Aid Certificate
- Relevant qualifications in business administration, communications, management, or a related field.
- Exposure to or understanding of Not-for-Profit organisations.

### **Requirements**

- A satisfactory Northern Territory working with children check (Ochre Card).
- A satisfactory national criminal history check.
- A commitment to our Safeguarding Children Practice and Behaviour Guidelines.
- Comply with RA-NT employee organisational policies and procedures.
- A commitment to the goals and values of RA-NT.
- Current NT Driver's License.



***Please note that Position Descriptions are under regular review and may be changed by the Chief Executive Officer, after consultation, at any time.***

### **Acknowledgement**

I have read, understood, and accept the position as documented in this position description.

Employee Name (Please Print):

Signature:

Date:

