



MHACA

Mental Health Association of Central Australia

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POSITION: Administration Assistant
SALARY LEVEL: \$77,136.12 - \$82,724.25 pro rata (MHACA EBA/SCHADS Level 3) + 12% super
POSITION HOURS: 20 hours a week. Part-time and ongoing.
TEAM: Corporate Services
REPORTING TO: Finance and Administration Manager
LOCATION: Alice Springs, onsite at MHACA
POSITION REVIEWED: December 2025

ABOUT MHACA

We are a leading Northern Territory community-managed organisation offering psychosocial support services, NDIS services, suicide prevention training and health promotion initiatives aimed at enhancing the mental health and wellbeing of people living in Central Australia. We specialise in psychosocial recovery and mental health promotion with a strong community presence and reputation.

ABOUT THE ROLE

ROLE DESCRIPTION	<ul style="list-style-type: none">The Administrative Assistant provides essential support for MHACA office operations including being the first point of contact for MHACA participants and stakeholders at reception.This role assists with scheduling, managing correspondence (emails, calls), organising files, booking travel, and maintaining records.
TEAM DESCRIPTION	<ul style="list-style-type: none">The Corporate Services team facilitates MHACA's organisational operations by managing administrative tasks, HR functions, IT systems, legal compliance, finance, NDIS billing and procurement.They ensure smooth day-to-day operations, maintain organisational efficiency and support effective customer relationships through MHACA's reception.

RESPONSIBILITIES

ROLE RESPONSIBILITIES	<ul style="list-style-type: none">Reception: Being the first point of contact for participants and community stakeholders and assisting with directing people's queries.Communication: Answering phones, responding to emails, liaising with clients, stakeholder and community members who engage with MHACA.Scheduling & Coordination: Managing calendars, booking meetings, arranging travel, assisting with arranging maintenance requests to building, assets and vehicles when required.
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Mental Health Matters

	<ul style="list-style-type: none"> • Document Management: Typing, filing, and record keeping, assisting with incoming and outgoing mail. • Office Operations: Ordering supplies, handling data entry, and managing basic accounts/invoices.
GENERAL RESPONSIBILITIES	<ul style="list-style-type: none"> • Work in accordance with MHACA’s strategic direction and uphold our values. • Work directly with and advocate for the interests of MHACA participants, some who have complex histories and behaviours. • Undertake professional development in line with MHACA’s Learning and Development Framework. • Assist with MHACA’s Day Program as required. • Represent and promote MHACA in the wider community. • Any other duties which may reasonably be expected in relation to the role.
WORK, HEALTH & SAFETY QUALITY ASSURANCE	<ul style="list-style-type: none"> • Contribute to MHACA’s Quality Committee and Work Health Safety Committee as required. • Work in accordance with the WHS Act, National Standards, Regulations, MHACA Frameworks of Practices, MHACA Policies and Procedures. • Actively participate in the organisation’s quality, safety and risk management systems. • Identify and report hazards and risks and engage in organisational WHS activities. • Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts and omissions in the workplace. • This role is based in an office environment and requires sitting and standing for extended periods of time. Some manual handling of items under 10kg may be required.
VALUES & BEHAVIOURS	<ul style="list-style-type: none"> • Conduct all work in line with MHACA values which are: BELONGING: Connection - Relationships - Community - Collaboration HOPE: Optimistic - Courage - Goals - Change RESPECT: Listen - Kindness - Fairness - Inclusive HONESTY: Trust - Integrity - Transparent – Accountable • Adhere to and apply strict confidentiality practices and guidelines to all participant, staff and organisational sensitive information.

SELECTION CRITERIA (QUALIFICATIONS & ATTRIBUTES)

ESSENTIAL	<ul style="list-style-type: none"> • Experience working in an administrative environment. • Demonstrated ability to implement administrative and organisational systems. • Strong verbal communication skills with the ability to always remain calm and professional. • Excellent written, time management and organisational skills.
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	<ul style="list-style-type: none"> • Ability to work within a team environment and independently. • Experience in working in a cross-cultural setting or a demonstrated understanding of the principles of cultural safety and cultural competence. • Proficient in using Microsoft Office (Outlook, Microsoft word, Excel etc.) • Hold a Current NT Driver's License.
DESIREABLE	<ul style="list-style-type: none"> • Experience in reception duties. • An awareness of the key issues faced by people living with mental health challenges.

EMPLOYMENT BENEFITS

- Competitive, above award wage salary + 12% super
- Generous salary packaging
- 6 weeks' annual leave and leave loading
- 11 days of personal leave
- Annual Wellbeing Allowance of \$400

APPOINTMENT CONDITIONS

- Employment with MHACA is conditional on providing or being able to obtain prior to commencement of employment; a current NT Driver's License, a Satisfactory Criminal History Check, a NDIS Worker Clearance and Ochre Card.
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Position Description Authorised



Chief Executive Officer (December 2025)

TO APPLY

Please send a copy of your resume with a cover letter addressing the selection criteria to hr@mhaca.org.au

ACKNOWLEDGEMENT

I have received a copy of the Position Description and have read and understand its contents:

Employee Name (please print) Employee Signature Date

Supervisor Name (please print) Supervisor Signature Date