



# MHACA

**Mental Health Association of Central Australia**

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**POSITION:** Administration Assistant  
**SALARY LEVEL:** \$77,136.12 - \$82,724.25 (MHACA EBA/SCHADS Level 3) + 12% super  
**POSITION HOURS:** 30 hours a week (Monday to Friday, 8:30am – 3pm). Part time and ongoing.  
**TEAM:** Corporate Services  
**REPORTING TO:** Senior Corporate Services Manager  
**LOCATION:** Alice Springs, onsite at MHACA  
**POSITION REVIEWED:** June 2026

## 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.

## OUR VALUES

**BELONGING:** Connection - Relationships - Community - Collaboration

**HOPE:** Optimistic - Courage - Goals - Change

**RESPECT:** Listen - Kindness - Fairness - Inclusive

**HONESTY:** Trust - Integrity - Transparent - Accountable

## ABOUT THE ROLE

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

*Mental Health Matters*

## RESPONSIBILITIES

<p><b>ROLE RESPONSIBILITIES</b></p>	<ul style="list-style-type: none"> <li>• Reception: Being the first point of contact for participants and community stakeholders and assisting with directing people’s queries.</li> <li>• Communication: Answering phones, responding to emails, liaising with clients, stakeholder and community members who engage with MHACA.</li> <li>• Scheduling &amp; Coordination: Managing calendars, booking meetings, arranging travel, assisting with arranging maintenance requests to building, assets and vehicles when required.</li> <li>• Document Management: Typing, filing, and record keeping, assisting with incoming and outgoing mail.</li> <li>• Office Operations: Ordering supplies, handling data entry, and managing basic accounts/invoices.</li> </ul>
<p><b>WORK, HEALTH &amp; SAFETY QUALITY ASSURANCE</b></p>	<ul style="list-style-type: none"> <li>• Be a member of MHACA’s Quality Committee and Work Health Safety Committee.</li> <li>• Work in accordance with the WHS Act, National Standards, Regulations, MHACA Frameworks of Practices, MHACA Policies and Procedures.</li> <li>• Actively participate in the organisation’s quality, safety and risk management systems.</li> <li>• Identify and report hazards and risks and engage in organisational WHS activities.</li> <li>• 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.</li> <li>• This role is based in an office environment and requires sitting and standing for extended periods of time. Some manual handling of items under 20kg may be required.</li> </ul>
<p><b>VALUES &amp; BEHAVIOURS</b></p>	<ul style="list-style-type: none"> <li>• Conduct all work in line with MHACA values which are:  <b>BELONGING:</b> Connection - Relationships - Community - Collaboration  <b>HOPE:</b> Optimistic - Courage - Goals - Change  <b>RESPECT:</b> Listen - Kindness - Fairness - Inclusive  <b>HONESTY:</b> Trust - Integrity - Transparent – Accountable</li> <li>• Adhere to and apply strict confidentiality practices and guidelines to all participants, staff and organisational sensitive information.</li> </ul>

## SELECTION CRITERIA (QUALIFICATIONS & ATTRIBUTES)

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

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### EMPLOYMENT BENEFITS

- Competitive, above award wage salary + 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 if required.
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### Position Description Authorised



*Chief Executive Officer*

### TO APPLY

Please send a copy of your resume with a cover letter addressing the selection criteria to [hr@mhaca.org.au](mailto:hr@mhaca.org.au)

**ACKNOWLEDGEMENT**

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

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Employee Name (please print)                      Employee Signature                      Date

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Supervisor Name (please print)                      Supervisor Signature                      Date