

Position Description

Participant Engagement & Administration Coordinator

Position	Participant Engagement & Administration Coordinator
Classification	Level 3
Award	Clerks Private Sector Award
Reports to	Managing Partners
Hours of Work	15 hours per week

Position Summary

The Participant Engagement & Administration Coordinator is responsible for supporting positive experiences for participants, families, schools, support coordinators and referrers throughout their engagement with Geelong Adventure Specialists (GAS).

As the first point of contact for many clients, this role manages participant enquiries, onboarding, service coordination and ongoing communication while ensuring administrative systems operate efficiently and accurately.

The Participant Engagement & Administration Coordinator plays an important role in connecting people with appropriate services, supporting positive participant experiences and maintaining accurate administrative systems.

This position combines exceptional customer service, relationship management, organisation and administration skills to support the delivery of high-quality disability support, therapy and outdoor adventure programs.

Key Responsibilities

Participant Intake & Service Coordination

- Respond to enquiries in a timely and professional manner.
- Guide prospective participants through the onboarding process from initial enquiry to service commencement.

- Prepare and manage intake documentation, consent forms and service agreements.
- Coordinate intake, review and planning meetings on behalf of clinicians and facilitators.
- Support schools, participants and families to understand available services and identify suitable options.
- Maintain accurate participant records and documentation.
- Ensure participant information is current, complete and accessible.
- Communicate participant goals, preferences and support requirements to relevant staff.
- Support the efficient allocation of participants to appropriate services, programs and staff.

Client Relationships & Engagement

- Develop positive and professional relationships with participants, families, support coordinators, schools and service contacts.
- Maintain regular communication with participants throughout their engagement with GAS.
- Provide a welcoming, responsive and person-centred experience for all stakeholders.
- Identify and respond to participant concerns, barriers or changing needs.
- Support participant retention through proactive engagement and follow-up.
- Maintain appropriate professional boundaries while building trust and rapport.
- Promote a positive reputation for GAS through all interactions.

Participant Communication & Service Support

- Provide information regarding GAS services, programs and supports.
- Respond to participant, family and referrer enquiries in a timely and professional manner.
- Maintain positive and professional relationships with participants, families, schools and support coordinators.
- Follow up enquiries, documentation requirements and service commencement tasks.
- Support participants and families to access information relevant to their services.
- Assist with collecting and recording participant feedback.

- Monitor participant engagement and communicate concerns or emerging needs to relevant staff.
- Promote a positive and welcoming experience throughout the participant journey.
- Represent GAS professionally through all participant and client interactions.

Group & Program Administration

- Coordinate participant bookings for groups, events and individual supports.
- Manage participant registrations and RSVPs.
- Prepare attendance information and participant communication for upcoming programs.
- Coordinate scheduling changes, cancellations and waitlists.
- Support facilitators with program administration and participant information.

Systems, Data & Financial Administration

- Maintain accurate records within ShiftCare and other organisational systems.
- Complete data entry and database management tasks.
- Maintain electronic and physical filing systems.
- Process participant payments and maintain payment records.
- Assist with invoicing and related administration.
- Generate reports and administrative information as required.
- Ensure accurate record keeping in accordance with organisational requirements.
- Support compliance with privacy and confidentiality obligations.

General Administration

- Maintain office systems, registers and administrative records.
- Record and maintain vehicle, equipment and maintenance logs.
- Coordinate meetings and appointments as required.
- Support quality assurance, compliance and accreditation activities.
- Assist with the development and improvement of organisational systems.
- Undertake other duties consistent with the role.

Scope

The Participant Engagement & Administration Coordinator contributes to the successful operation of GAS by ensuring participants experience a smooth, organised and responsive journey from initial enquiry through to ongoing service delivery.

The role requires the exercise of initiative, sound judgement, discretion and professionalism while working within organisational policies, privacy requirements and relevant legislation.

The position operates under general direction and is responsible for coordinating participant communication, administrative processes and service support activities.

Key Success Factors

The successful Participant Engagement & Administration Coordinator will:

- Create a professional, welcoming and organised first impression of GAS.
- Build trust quickly with participants, families and referrers.
- Balance empathy and compassion with clear professional boundaries.
- Communicate confidently and effectively with a wide range of people.
- Maintain accuracy while managing multiple competing priorities.
- Anticipate challenges and identify practical solutions.
- Demonstrate initiative rather than waiting for direction.
- Support positive participant experiences through effective communication, organisation and responsive administration.
- Represent the culture, values and reputation of GAS in every interaction.

Qualifications & Experience

Essential

Demonstrated experience in administration, customer service, client coordination or community services.

Exceptional verbal and written communication skills.

Strong organisational and time-management skills.

High level computer literacy and confidence using digital systems.

Ability to manage multiple tasks and competing priorities.

Experience building positive relationships with clients and stakeholders.

Demonstrated ability to maintain confidentiality and discretion.

Desirable

Experience using ShiftCare or similar client management software.

Experience working in disability, health, education or community services.

Knowledge of NDIS systems and participant pathways.

Experience coordinating bookings, scheduling or service delivery.

Experience in customer service, client engagement, participant support or administration.

Personal Attributes

The ideal candidate will be:

Warm, approachable and genuinely interested in people.

Highly engaging and able to build rapport quickly.

Professional, resilient and emotionally mature.

Compassionate while maintaining strong professional boundaries.

Clever, articulate and quick-thinking.

Resourceful and solution-focused.

Highly organised with excellent attention to detail.

Adaptable and comfortable managing change.

Confident communicating with a diverse range of people.

Positive, energetic and motivated.

Able to use initiative and work independently.

Committed to high-quality service delivery and continuous improvement.

Certificates, Licences & Registrations

Essential

Current Driver Licence

Working With Children Check

National Police Check

Desirable

NDIS Worker Screening Check

First Aid Certificate

Key Values & Behaviours

Service Excellence

Deliver responsive, professional and person-centred service that exceeds stakeholder expectations.

Collaboration

Build respectful and effective relationships with participants, families, colleagues and community partners.

Integrity

Act honestly, ethically and confidentially while maintaining accountability for outcomes.

Innovation

Contribute ideas and solutions that improve participant experiences, organisational systems and service delivery.

Continuous Improvement

Contribute to the ongoing improvement of administrative systems, participant experiences and organisational processes.

Respect

Treat all people with dignity, respect and inclusivity.

Employee declaration

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

Employee signature_____

Employee name (please print)_____ **Date**__/__/__

Manager signature_____

Manager name (please print)_____ **Date**__/__/__