

POSITION DESCRIPTION

Position:	Administration Officer	
Program:	Administration	
Classification:	SCHADS Award Level 3 (Clerical and Admin) St Luke's Collective Agreement 2008 Level 1 (Clerical and Admin Class 1) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)	
Hours:	Part Time	Hours per week: 15.2 (two days per week)
Duration:	Ongoing	Fixed Term end date: Not applicable
Location:	Echuca	
Accountability:	This position is directly accountable to the Site Leader	
Date:	May 2017	

INTRODUCTION

At Anglicare Victoria our focus is on transforming the futures of children and young people, families and adults. Our work is based on three guiding pillars, Prevent, Protect, Empower. We offer a comprehensive network of services and seek to ensure the provision of high quality services that will bring about significant improvements in the life experience of the young people, children and families/caregivers with whom we work.

Anglicare Victoria has an official Reconciliation Action Plan (RAP) that bears the Reconciliation Action Trademark. The RAP requires that employees continue to develop their cultural competence so as to maximise opportunities and improved outcomes for Aboriginal and Torres Strait Islander peoples.

OVERVIEW OF PROGRAM

The Administration Program provides administrative support to the clients and program staff at sites throughout the Region. The core responsibility of the program is the provision of effective, efficient and professional support enabling program staff to focus on their own work functions.

POSITION OBJECTIVES

To provide prompt, professional and respectful administration services to the agency's clients, service consumers, staff, managers and all external organisations'

To promptly attend to duties and requests according to the quality standards set within the organisation.

To ensure clients and staff are the primary focus of the administration service and are provided with accurate information, adequate time and quality assistance.

To provide appropriate support to shared tenants and visitors.

To support functions of site Property, Fleet, Finance, Human Resources (HR), Quality, Occupational Health & Safety (OHS) and Business Technology (BT) at the local level.

In this job share arrangement, two employees have shared responsibility for one full time role. The job sharing arrangement provides opportunities for employees and Anglicare Victoria through having:

- Combined knowledge, skills and experience
- Different ideas and viewpoints to contribute to a team and wider range of problem-solving approaches
- Building skills in teamwork, negotiation, time-management and work planning

KEY RESPONSIBILITIES

In collaboration with the supervisor, develop a work plan based on key responsibilities, tasks, strategic and operational need.

Front reception

Provision of reception duties by offering a positive environment for people having contact with the organisation including:

- a) Being the first point of contact for all calls and enquiries, via telephone or face-to-face contact from the public, other service providers, etc.
- b) Answering general enquiries; directing to the appropriate service, and ensuring messages are passed on as relevant;
- c) Ensure processes in place for the completion of morning office set up and nightly office lockup procedure;
- d) Maintain presentation of the public spaces in the office in a tidy and professional state.

Program Support

Administrative tasks as identified by the program leadership team/ representative including:

- a) Data entry and database support;
- b) Preparation of new files in accordance with archiving requirements;
- c) Organisation and preparation for meetings and training sessions including venue and catering bookings; agendas; minutes and copying of training resources/manuals; liaison with external organisations and stakeholders as required;
- d) Production and maintenance of program specific material (including promotional);
- e) Support for staff recruitment and on-boarding under guidance of the Recruitment Manager;
- f) Provision of support for community events (as applicable);
- g) Attend to all general administration tasks, including word processing; filing; photocopying; preparation of memorandums, letters, reports, submissions; and mail distribution etc.
- h) Ensure any client concerns including suspected harm are passed through to relevant line management.

Site specific

Undertake site specific tasks as required including:

- a) Maintaining and preparing petty cash summaries and related financial processes in accordance with finance policy and procedures;
- b) Maintenance and purchasing of office supplies as required including stationery, office furniture and BT equipment;
- c) Monitor property maintenance, report and follow up as appropriate;
- d) Monitor local property/fleet requirements in accordance with policy and procedures including arrangements for servicing/ repairs/ change over and pooling; monitor day-to-day needs; ensure cars are equipped with First Aid Kits; and maintenance of Child Safety Seats (as applicable);
- e) Maintenance and trouble-shooting of site booking systems including car, rooms and other resources.
- f) Undertake general problem solving of BT issues managing complex needs through appropriate pathways;
- g) Participate and support in relevant actions from Property/Fleet, Finance, HR, Quality, OHS and BT related matters including Site and OHS inspections; working closely with key stakeholders.

Team Work

- a) Operate as part of the administrative team to meet operational and strategic goals and support other administration roles within the broader team as required.
- b) Actively participate in skills training, team meetings and supervision.
- c) Active participation in the continuous quality improvement of services and processes, including the provision of support for quality accreditation processes.

OCCUPATIONAL HEALTH & SAFETY (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems.

KEY SELECTION CRITERIA

Essential

1. Demonstrated understanding and commitment to the purpose and values of Anglicare Victoria;
2. Previous experience and demonstrated administration skills; including professional and efficient reception manner; book-keeping; competent writing ability; with an overall commitment to quality customer service;
3. Demonstrated communication skills with an ability to remain calm under pressure particularly when responding to people who may exhibit difficult behaviours or have poor communication skills;
4. Resilience to support clients who have been exposed to trauma, violence or neglect;
5. Ability to develop constructive professional relationships with key stakeholders including staff at all levels; our clients; general public and other services;
6. Demonstrated time management and organisation skills including ability to multi-task; prioritise, and a willingness to keep up to date on all relevant technology changes undertaking training as required by the position;
7. Ability to learn quickly; manage change; exercise initiative, discretion and judgement; work independently and as part of a team;
8. Proficiency in computer skills including use of programs such as PowerPoint, Word, Excel, Outlook and Publisher with ability to trouble-shoot basis IT issues;
9. An understanding of the importance of, and adherence to confidentiality and duty of care.

Desirable skills, knowledge, and experience

- Further educational studies in the administration and business field would be an advantage.

ADDITIONAL INFORMATION

- Salary and conditions are in accordance with the St Luke's Anglicare Collective Agreement 2008. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.

ACCEPTANCE OF POSITION DESCRIPTION REQUIREMENTS

To be signed upon appointment

Employee

Name:

Signature: _____

Date: _____