

Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.</p> <p>We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

Position Details:

Position Title:	Administration Officer, Level 4
Division:	Community Services
Reports to:	Program Manager
Position Purpose:	To manage and complete a range of administrative tasks vital to the efficient running of the office, including supporting other employees to complete administration duties in an accurate and timely manner.
Review Date:	August 2018

Position Requirements (What are the key activities for the role?)

Key Result Area 1	Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Complete a range of administration tasks including coordination building maintenance and coordination of incoming and outgoing mail/faxes and distribution to ensure the efficient running of the office Managing the front office and reception area including taking phone calls, responding to queries, 	<ul style="list-style-type: none"> All administrative tasks are completed accurately and on time, and the offices are well organised. The reception area is managed efficiently with all face to face and telephone queries responded to in a timely manner.



<p>managing guests, and overseeing the functioning of the area.</p> <ul style="list-style-type: none">• Complete a range of financial tasks including, invoicing, stock take, client brokerage report, client board, banking, petty cash, journals• Prepare documents as required including correspondence, spreadsheets, memos, minutes etc.• Make and coordinate appointments and meetings as requested by the Program Manager.• Develop and improve administrative processes.• Complete a range of required administration tasks including reports and audit activities.• Proof reports/documents as required by Service Manager• Maintain adherence with all internal and external policies and procedures including contractual obligations, WHS, Privacy and Confidentiality.	<ul style="list-style-type: none">• All financial records are maintained and up to date• Accurate documents prepared in a timely manner.• All internal and external policies and procedures are adhered to.• All administrative tasks are completed accurately and on time, and the office is well stocked within set budgets.• Effective coordination of diaries.• Efficient administrative processes developed and implemented
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Key Result Area 2	Compliance
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Assist with the collation and preparation of data and reports relating to financial activity and budgeting requirements. • Monitor and review expenditure against budgets. Complete processing of financial transactions as required, including journals, petty cash and accounts payable. • Process data relevant to funding requirements • Process client data in MACSIMS 	<ul style="list-style-type: none"> • Data and reports are completed within stated timeframes and stored as per organizational guidelines. • Accurate recording and processing of transactions within designated timeframes. Petty cash and accounts payable managed in accordance with MA policies and guidelines. • Altogether funding accountability is completed and submitted on time. • MACSIMS records kept up to date
Key Result Area 3	Client Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Work in consultation with the Program Manager to ensure vacancies are accurate and up to date. • Gather eligibility documentation for clients requesting brokerage • Take client referrals for accommodation. Create case files for new clients in MACSIMS. • Create and update individualized case management files for all clients in line with Mission Australia protocols. • Ensure that all required internal and external client paperwork is completed and copies kept on file. • Complete a range of internal and external reports relating to clients including case management statistics, feedback summaries and yearly outcomes reports. • Complete a range of other administrative duties for the efficient running of the service including 	<ul style="list-style-type: none"> • Eligibility documentation for clients is gathered in a timely and accurate manner. • Accurate reports are provided to Program Manager in a timely manner • MACSIMS file notes are entered onto new system in an accurate and timely manner • All paperwork is completed and correct and kept as required as required. • All required reports are prepared correct and on time. • All required administration tasks are completed accurately and in a timely manner.

statistics, reports, referral letters, goals plans etc	
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Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

Purpose and Values

- Actively support Mission Australia's purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Previous experience in administrative role and the ability to demonstrate sound knowledge of administrative activities
- Previous financial experience including accounts payable, petty cash management and monitoring of budgets
- Competent in using computer packages such as Office 2000 including Word, Excel and Power-Point.
- Ability to work in a complex, high work volume environment
- Qualification in Administration, Business, and/or relevant experience
- Demonstrated ability to work effectively as part of a team
- Demonstrated understanding of and sensitivity towards clients with a disability
- Ability to organize and prioritise work

- Ability to travel for training and work commitments as required
- Demonstrated experience in exercising sound judgement, initiative and confidentiality
- Well-developed written communication skills and the ability to develop and maintain relationships with key stakeholders

Key challenges of the role

- The ability to create effective and organised administrative processes which ensure proper and efficient completion of tasks.

Compliance checks required

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|-------------------------|-------------------------------------|
| Working with Children | <input checked="" type="checkbox"/> |
| National Police Check | <input checked="" type="checkbox"/> |
| Vulnerable People Check | <input checked="" type="checkbox"/> |
| Drivers Licence | <input checked="" type="checkbox"/> |
| Other (prescribe) | <input type="checkbox"/> _____ |

Approval

Ludmila Klianev

12th August 2018

Manager name

Approval date