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### About Us

Anglicare Victoria works with children, young people and families. We prevent harm and empower people to overcome challenges and achieve their full potential.

We believe in families and know that with access to the right support every family can grow and achieve their goals.

We work with families towards positive change. Whether it be a helping hand in a time of crisis, or providing longer-term support and care. We partner with local communities, the private and public sectors and our donors to deliver better results.

Supporting tens of thousands of Victorians every year, our 1700+ staff and volunteers operate from more than 90 sites across the state, as well as delivering assistance online, at home and in the community. We are Victoria's largest provider of Out of Home Care and Family Services, and one of Australia's most innovative agencies in working with vulnerable children youth and families.

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### Administration

Administration at Anglicare Victoria (AV) provides effective, efficient, and professional administrative support to the delivery of AV services and day to day operations, working across the wider organisation or within specific areas and locations. These supports include administration, governance, resource coordination, reporting and record management, ranging from general to specialised support based on organisational needs. Administration is often the face of the organisation, and the first interaction individuals have with AV, promoting positive engagement with our clients, employees, organisation, stakeholders, and the communities in which we operate to achieve better outcomes for Better Tomorrows.

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### Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Administration
Program:	Administration
Reports To:	Administration Coordinator or Administration Manager or Central Office Manager
Direct Reports:	Nil
Internal Stakeholders:	Employees, Managers
External Stakeholders:	Suppliers, Contractors, Clients, Volunteers and Visitors
Classification:	SCHADS Level 3

## About You (Key Selection Criteria)

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### Qualifications/Licences

Required:

- N/A

Desirable:

- Full Victorian Drivers Licence.

### Knowledge and skills

- Good interpersonal and communication skills in both verbal and written English.
- Intermediate computer and MS Office skills.
- Effective organisation and time management skills.
- Demonstrated ability to meet deadlines with good attention to detail and a high degree of accuracy.
- Effectively and efficient in respect to data entry, including processing information and minute taking.
- Ability to work positively and effectively with others, through actively participating in team meetings, supporting others with a range of requests or inquiries.
- Ability to respond and engage with cultural and gender diverse clients, employees, and stakeholders to foster harmonious connections.
- Participate and respond in a flexible manner to meet changing needs, priorities, and deadlines.
- Previous experience in a relevant industry, service, or an equivalent level of expertise to undertake the range of activities required.

### Personal Qualities

- **Teamwork and collaboration:** ability to support and promote a positive team culture of collaboration, inclusiveness and respect.
- **Resilience:** the ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.
- **Initiative and accountability:** be proactive and self-starting, seize opportunities and act upon them, take responsibility for own actions.
- **Initiative and responsibility:** identify and share ideas for improvement with the team to increase effectiveness of how we work collectively and individually and take responsibility for own work and actions.
- **Self-Development:** the desire to continually develop, inquire and learn through on the job experiences, exposure through participating in events, mentoring and education.
- **Drive and commitment:** ability to lead with best practice and set a high standard; motivated and positive approach to new challenges.

## Your Contribution (responsibilities)

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The key contribution in the role are outlined below:

### Role specific

- Provide professional 'front line' customer service for clients, employees, volunteers and other stakeholders including but not limited to; operating phone system, managing appointments, room bookings, site access and responding to incoming calls and other electronic/digital office equipment in a proactive and responsive manner
- Classify, index, maintain, record and update, file and archive manual and electronic filing systems accurately
- Prepare reports and correspondence for the broader team.
- Support AV and relevant programs as required with the administration of Safety Screening and Compliance requirements in line with the relevant working instructions.
- Organise stationery, employee amenities and office equipment supplies in a cost-effective manner
- Ensure all site areas are maintained in a tidy and professional state; promote a culturally inclusive environment and undertake site opening, closing and security procedures as required. And that property maintenance issues are logged and followed up as required to provide a welcoming and safe workplace.
- Support employees and managers as required by undertaking a broad range of administration tasks related to data entry for the recruitment and employment of employees and human resources practices.
- Provide administration support to one or more Teams, Programs or Projects in respect to supporting the team meets its service requirements or project objectives I.e. data entry, client records, meetings, reporting etc.
- Undertake activities to support the day to day operational requirements in respect to fleet vehicles and IT equipment requirements to support functions, employees and service delivery ensuring the asset management and maintenance register are effectively administered and up to date.
- Process accurate and timely records and reconciliation of financial data, including data entry and reports. Balancing and reconciliation of accounts including preloaded cards, vouchers and deposits.
- Providing ongoing support to employees for AV systems inquiries I.e. Preceda, Converg, Riskman and refer employees to appropriate training and escalation of issues to the respective Function.
- Maintain updated knowledge of and work within AV policies and procedures.
- Establish and maintain effective positive relationships within AV and externally.
- Contribute proactively to operational and strategic projects, planning and initiatives.
- Maintain record keeping procedures to ensure integrity and security of data
- Participate in the development and implementation of processes and procedures in collaboration with the broader Administration team enabling adherence to internal control requirements
- Be fully aware and comply with the responsibilities and requirements of the Occupational Health & Safety (OH&S) and audit requirements, and implement, follow-up and action as required.
- Ensure that service delivery meets best practice, quality, and organisational standards.
- Support emergency evacuation and first aid response in line with site requirements.

- As required, travel to other AV sites to provide administration support either at a site or program level to support operational delivery.

## **General**

- Ensure familiarity and compliance with all governance, policies and procedures.
- Adhere to all legislation, program requirements and relevant procedures relating to service provision.
- Undertake mandatory training within the required timelines. Participate in other training and development opportunities to ensure all necessary qualifications, skills, certificates and clearances are obtained to meet the position requirements.
- Maintain appropriate and accurate case notes, records, reports and data-input, in line with the service area and function/position requirements.
- Attend client meetings, team meetings, workshops and conferences, as required.
- Ensure privacy and confidentiality is upheld at all times.
- Professionally represent AV and our services at forums, meetings and training with external agencies.
- Contribute to the development of continuous improvement and initiative strategies.
- Embrace and utilise new ways of working to enhance collaboration, effectiveness and outcomes.
- Individuals may be required to undertake reasonable travel, as part of their position or duties.

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## **Our Commitment to Health, Safety & Wellbeing**

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

All AV employees, contractors and volunteers are required to:

- take reasonable care for themselves and others who may be affected by their acts or omissions
- contribute to, and be involved in, the organisation's ongoing management of health and safety activities, including consultation
- follow all workplace health and safety policies and procedures implemented
- report all situations that may adversely impact workplace health and safety
- participate in relevant health and safety training and inductions based on roles and responsibilities.

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## **Our Commitment to Inclusion**

AV strives to be an inclusive, safe and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to:

- Aboriginal and Torres Strait Islander
- LGBTQI+
- people with disabilities
- people from diverse cultural and linguistic backgrounds
- people of all ages
- people with caring responsibilities
- people with diverse religious beliefs or affiliations.

All AV employees, contractors and volunteers are required to:

- take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination
- undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity
- address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager
- participate and contribute in training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion
- raise concerns and or complaints in a constructive manner, including identifying possible solutions.

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### **Our Commitment to Child Safety**

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AV is committed to protecting children and young people from all forms of harm and abuse.

As an employee you are required to report any concerns raised by, or on behalf of, children and young people in accordance with mandatory reporting, reportable conduct and incident management procedures. Everyone at AV has a role to play in keeping children and young people safe.

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### **Employment Screening and Required Certificates**

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Anglicare Victoria conducts safety screening practices for all preferred applicants. Safety screening must be satisfied prior to formal offers of employment being made and must be kept current to ensure ongoing employment. These include but are not limited to:

- an Australian Criminal History Check,
- an International Criminal History Check for those who have lived outside of Australia for longer than 12 months within the last ten years,
- a Current Employee Working with Children Check,
- in line with Anglicare Victoria's Covid 19 Vaccination Policy all staff, students and volunteers are required to provide evidence of full vaccination against Covid-19 or provide a valid medical exemption. This requirement may be amended from time to time in line with Anglicare Victoria Policy or as directed by Chief Health Officer.

The responsibilities listed within this document have been identified as the primary functions of the position. Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position.