

# ADMINISTRATION COORDINATOR

## ADMINISTRATION PROGRAM

### NORTH CENTRAL REGION

**At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults.** Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

**So come and join us at Anglicare Victoria where there is a rewarding career ready for you** in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



## Position details

<b>Position</b>	Administrator Co-ordinator
<b>Program</b>	Administration Program
<b>Hours</b>	Full Time
<b>Hours per week</b>	38
<b>Duration</b>	Fixed Term
<b>Location</b>	Bendigo
<b>Reporting Relationship</b>	This position reports directly to Regional Administration Manager
<b>Effective date</b>	May 2022

## Overview of program

The Administration Program provides specialist administrative support to direct service staff at sites throughout the North Central Region. The core responsibility of the program is the provision of effective, efficient and professional support enabling programs staff to focus on their own work functions and ensure efficient site operation.

## Position Objectives

1.	Work closely with the Administration Manager and the Leadership Group to provide professional and quality administration activities.
2.	Support administration activities as they relate to service areas and sites; providing operational and strategic support in collaboration with key stakeholders.
3.	Support functions of Site Property and Fleet, Finance, Human Resources (HR), Quality, Occupational Health & Safety (OHS), and Business Technology (BT) at the local level.

## Key responsibilities

The key responsibilities are as follows but are not limited to:

1.	<b>Staff support</b> <ul style="list-style-type: none"> <li>• Provision of formal (and informal) supervision and professional support to identified staff;</li> <li>• Coordinate the work of identified Administration Officers through collaborative development of a work schedule (with key stakeholders) assuming a hands on role as required;</li> <li>• Coordinate support and training to Administration Officers and direct service staff as relevant regarding systems, professional development and induction;</li> <li>• Refer complex issues; general trends; formal and informal feedback to the Administration Manager</li> </ul>
2.	<b>Program Support</b> <ul style="list-style-type: none"> <li>• Provide specialist administrative services to program services leadership teams as required including understanding relevant databases; supporting internal and external service agreement requirements (such as reporting, acquittal and financial processes); drafting high level documents, attending relevant meetings, preparing minutes and other relevant documentation as needed and project management;</li> <li>• Ensure any client concerns including suspected harm are passed through to relevant line management;</li> </ul>
3.	<b>Administration Coordination</b> <ul style="list-style-type: none"> <li>• Work collaboratively with the Administration Leadership Group to carry out the Administration Work Plan including key internal projects;</li> <li>• Undertake simple problem solving of Business Technology issues reporting any malfunctions or regional requirements regarding databases, computer systems and equipment to the Business Technology Unit;</li> <li>• Exercise sound knowledge and expertise in the application of agency policies and procedures and provision of direction to administration staff in this regard;</li> <li>• Contribute to the development and review of agency specific policies, procedures, practice guidelines/ frameworks;</li> <li>• Actively participate in the continuous quality improvement of services and processes, including provision of support for quality accreditation processes and ongoing best practice ensuring relevant site audits are undertaken and supporting implementation of relevant actions from OHS, Quality, Business Technology, Finance and People &amp; Culture related processes;</li> <li>• Provide support to the Administration Manager as required to meet operational and strategic goals including generating motivation and encouraging performance in line with administration objectives and backfilling leave as appropriate;</li> </ul>


	<ul style="list-style-type: none"> <li>• Liaise with relevant stakeholders to ensure a coordinated response to needs and processes including sharing of information in relation to trends and significant issues;</li> <li>• Consultation with site staff in developing and reviewing site systems including collation of feedback from Administration Officers, Health and Safety Representatives, First Aid Officers and Fire Wardens liaising with local business units to effect change as required</li> </ul>
4.	<p><b>Site Leader</b></p> <ul style="list-style-type: none"> <li>• Primary contact for allocated site in relation to non-program specific needs;</li> <li>• Liaise with relevant stakeholders to ensure a coordinated response to site needs and processes including sharing of information in relation to trends and significant issues;</li> <li>• Consultation with site staff in developing and reviewing site systems including collation of feedback from Administration Officers, Health and Safety Representatives, First Aid Officer and Fire Wardens liaising with local business units to affect change as required;</li> </ul>
5.	<p><b>Team Work</b></p> <ul style="list-style-type: none"> <li>• Operate as part of the Administrative Leadership Group;</li> <li>• Cooperate within a team environment to achieve strategic and operational objectives of both the administration team and service areas across sites (working from other sites as required);</li> <li>• Participate in supervision, skills training, team meetings and attend relevant meetings at Central Office/other regional offices.</li> </ul>

## Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both a) and b).**

### a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The five criteria are to be addressed individually (no more than 2 pages in total).

 Role Specific	1. A relevant tertiary qualification in administration, business, project management, planning and development, quality systems, human resource management at degree level with substantial experience in the relevant service stream, or less formal qualifications with specialised skills sufficient to perform at this level.
	2. Demonstrated understanding and commitment to the purpose and values of Anglicare Victoria.
	3. Highly Developed written and interpersonal communication skills, including attention to detail; ability to interact and build rapport with a wide range of people from diverse backgrounds and liaise with all levels of management and staff;
	4. Demonstrated ability to lead a team or group in the achievement of goals and objectives, and in providing development opportunities and identifying opportunities to enhance performance and individual goals through a lens of continuous quality improvement.
	5. Excellent ability to problem solve and use initiative, and to manage competing tasks and time effectively with ability to manage own time and setting priorities.
	6. Demonstrated ability in a wide range of administration areas including database management and record keeping including adaptability to new software and efficiency in the use of Microsoft Office software and office equipment.
	7. Demonstrated adherence to agency policy and procedures along with relevant legislation, statutory requirements and standards.



## Key Selection Criteria (continued)

### b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the three nominated capability groups; **Personal Qualities**, **Relationship and Outcomes**, and **Leading People** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

#### Personal Qualities



##### Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

##### Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

##### Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

#### Relationships and Outcomes



##### Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

##### Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

##### Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

#### Leading People



##### Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

##### Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

##### Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

## 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

## Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

## Child Safety

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.



## Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. 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.
- 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.

## Acceptance of Position Description requirements

To be signed upon appointment

### Employee

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_