



# POSITION DESCRIPTION

<b>POSITION TITLE</b>	Office Coordinator
<b>DIVISION</b>	NDIS Services
<b>DEPARTMENT</b>	Local Area Coordination
<b>REPORTS TO</b>	Senior Manager Local Area Coordination

## ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence is for an Australia free of poverty.

Established during the Great Depression by Anglican activist Father Gerard Tucker, the contemporary Brotherhood of St Laurence pursues systemic change for a fairer and more compassionate Australia where all people have a sense of belonging.

Our organisation employs over 1400 staff and is supported by 1200 volunteers. We partner with governments, business and other community organisations to address poverty in communities across the nation.

As well as providing services and programs for families and older people on low incomes, refugees and asylum seekers, young people and the unemployed, we research the causes and effects of poverty and advocate national, state and local policy solutions for people experiencing disadvantage.

We also operate social enterprises— our community stores and the Brotherhood Books online book store — which recycle goods and raise revenue for our work towards an Australia free of poverty.

The Brotherhood's Strategic Plan for 2019-2023 outlines five strategic outcomes which are supported by action plans for each of its Divisions and major programs.

These are:

- Inclusive services and communities for everyone
- Thriving and resilient children and young people
- Economic security for all
- A trusted voice nationally on poverty and disadvantage
- An inclusive, effective, efficient and agile organisation

## DIVISION AND DEPARTMENT PURPOSE

The NDIS Services division comprises of Local Area Coordination (LAC) and Early Childhood Early Intervention (ECEI) services. The Brotherhood of St Laurence is a partner in the community delivering LAC and ECEI services in five areas across metropolitan Melbourne.

### Early Childhood Early Intervention

The ECEI approach supports children aged 0-6 years who have a developmental delay or disability, and their families/carers. The ECEI approach supports families to help children develop the skills they need to take part in daily activities and achieve the best possible outcomes throughout their life.

### **Local Area Coordination**

Local Area Coordination is a pivotal function in the National Disability Insurance Scheme (NDIS). LAC provides planning and coordination to support people with disability exercising choice and control over the services they use. LAC promotes community inclusion and supports the development of mainstream services that are accessible to people with disability. The role of LAC is to assist people with disability to advocate, plan, organise and access the support and services needed to live an ordinary life. This includes assessing each person's eligibility for the NDIS and, where eligible, helping to establish a NDIS plan with reasonable and necessary supports. Local Area Coordinators build community capacity and assist people with disability to access mainstream services regardless of NDIS eligibility.

### **POSITION PURPOSE**

The Office Coordinator is responsible for providing professional and efficient administration support and customer services through ensuring quality and reliable systems and procedures are developed in order to support team members based at the office. This position will act as the first point of contact for callers and visitors to the office, providing a positive, professional and welcoming environment.

The Officer Coordinator will work closely with managers to ensure the office is operating effectively through the efficient coordination of administration, business operations and day to day maintenance of a safe, efficient and well-functioning work environment.

### **KEY RESPONSIBILITIES AND DUTIES**

- develop and maintain current knowledge of the Local Area Coordination program, operational policies and all aspects of the work performed within the department
- act as the first point of contact for the site in relation to building maintenance and facilities, ICT, room bookings, event management, OHS, emergency procedures and managing shared spaces and equipment
- coordinate all invoicing and credit card reconciliations for the Senior Manager and ensure correct coding and appropriate authorisation as per the approval limit
- coordinate all building management and maintenance in liaison with the Assets and Facilities team or other required services
- manage stationery orders, kitchen facilities and supplies as required to ensure the site operates smoothly and efficiently
- coordinate and manage site events as required and assist the Senior Manager to arrange organisational training, meetings, forums and workshops
- brief the Senior Manager on daily operational issues
- screen telephone calls, field enquiries and requests and escalate urgent matters as appropriate
- provide timely and effective support to the Senior Manager where booking travel, accommodation and conferences as required
- provide administration support for the site staff including incoming and outgoing correspondence
- maintain and ensure confidentiality of all electronic and hard copy filing systems

- assist with meetings including producing and distributing memoranda, presentations, agendas, minutes and preparing reports both of a general and confidential nature on behalf of the Senior Manager
- assist the Senior Manager with project support as required including coordination and collation of monthly reports
- provide administration support to internal and external working groups and committees as directed.
- ensure the reception area is welcoming and is maintained in a well organised manner at all times
- manage incoming and outgoing mail
- provide prompt, appropriate and professional responses to internal and external enquiries via telephone, email or in person
- maintain accurate information on services provided by LAC and the wider Brotherhood of St Laurence
- maintain site information including key contacts, contractors, cost codes, key register and Wi-Fi instructions and passwords
- provide high level customer service at all times and resolve issues promptly and effectively
- during peak times assist intake with bookings and when required
- rebook and reschedule planning meetings as directed for the LAC team
- distribute feedback forms to customers and record feedback in the relevant database
- maintain and input accurate data into the relevant databases in a timely manner
- support participant walk ins by providing information, responding to queries and escalating issues where appropriate
- manage the reconciliation of petty cash.
- Other duties as required

## **KEY SELECTION CRITERIA**

### **Essential**

- relevant experience in providing a broad range of administration and office support
- proven experience in coordinating office activities on a day to day basis as well as focus on delivering high level customer service
- well-developed interpersonal and communication skills with the ability to build effective relationships and liaise across all levels both internally, externally and with people from diverse backgrounds
- well-developed organisational and time management skills with the ability to plan workload, prioritise and meet deadlines in a fast paced and dynamic environment
- ability to identify and resolve problems and make appropriate recommendations
- takes ownership for own decisions
- demonstrated knowledge and competency in Microsoft Office Programs including Word, Excel and Outlook as well as working within contract management and client data systems
- understanding of and empathy with the values and ideals of the Brotherhood.

### **Desirable**

- relevant qualifications in business management and experience working in the not for profit sector or community, disability health or welfare settings.

## **MANDATORY EMPLOYMENT CRITERIA**

- specific work requirements include work based travel and attendance at a variety of different work locations
- proof of eligibility to work in Australia is required
- a satisfactory Police Check is required. The Brotherhood will facilitate this process
- a Working with Children Check is required for this position. The Brotherhood will facilitate this process
- a satisfactory Disability Worker Exclusion Scheme (DWES) Check is required. The Brotherhood will facilitate this process
- compliance with the Code of Conduct for Disability Services Workers.