

Position Description

Title	Administration Support Officer
Business unit	Child Youth & Family Preservation, Eastern Melbourne
Location	Blackburn and Croydon sites
Employment type	Part-time Maximum term to July 2025 (Parental Leave Replacement)
Reports to	Manager – Child Youth & Family Preservation

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Administration Officer is responsible for office administration, financial tasks and administrative support to the Family Preservation and Re-unification program and Inner East Integrated Family Services Program. The position works as part of the wider Child Youth and Family Services Teams. Team reporting to the Manager, Child Youth and Family Preservation.

It is an expectation that the incumbent will be confident to work autonomously, communicate effectively with all stakeholders, and foster excellent working relationships at the site where they are located.

2. Scope

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Budget: *nil*

People: *nil*

3. Relationships

Internal

- Program management and staff

External

- Consumers
 - External alliance partners
 - Members of the public
 - Department of Families Fairness and Housing
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4. Key responsibility areas

Program Support

- Manage the flow of telephone calls and messages to staff in a timely way.
- Maintain staff movement records.
- Manage invoices and acquittals.
- Assist with the car/room booking system as required.
- Undertake general administrative duties including but not limited to filing, managing correspondence, managing and ordering office supplies, photocopying, printing, and binding.
- Manage and maintain office systems necessary for effective, efficient and accountable administration and provide orientation to new program staff on office systems.
- Assist with the maintenance of file registers and centralised filing systems, as required.
- Provide support for meetings including invitations, room bookings, catering, agendas and minutes.
- Schedule maintenance, servicing and cleaning of fleet vehicles, collate paperwork associated with accidents and provide trouble shooting for vehicle bookings.
- Maintain archiving on an annual basis.
- Maintain the team calendar which indicates when key compliance documents are due
- Assisting with the organisation of events, celebrations and recognition for staff
- Other duties as required.

Site

- Identify and alert management to any site related issues requiring attention.
- Preparation and distribution of Program meeting minutes and agendas as well as filing these records appropriately.

Finance

- Petty Cash maintenance and reconciliation.
- Managing payment types such as invoices, same day payment options, periodical payment requests and reimbursement requests.
- Process invoices and liaise with Uniting finance department.
- Order and reconcile gift cards.
- Prepare end of month reports.
- Ensure client brokerage records are accurate and reconciled.
- Storing of tax invoices appropriately.
- Reconciling program acquittals.

General program support

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- Provide administration for program staff and client databases as required.
- Provide administration for project work and portfolios.
- Assist with organisational requirements of site events, forums and meetings as required, including invitations, room bookings, catering, agendas and minutes.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Person specification

Qualifications

- Certificate in Business Administration or relevant experience (desirable)

Experience

- Demonstrated experience in administrative roles (essential)
- Experience in a human services organisation (desirable)
- Demonstrated ability to set priorities, meet deadlines, work with minimal supervision and under pressure
- Ability to problem solve and effectively manage feedback

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Organisational skills:** excellent organisational skills
- **Numeracy skills:** well-developed numeracy skills and a high level of attention to detail and accuracy
- **Team work:** ability to work as a cooperative and collaborative team member.
- **Computer skills:** sound computer skills, including demonstrated experience in Microsoft Office.

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- **Knowledge of client management systems / databases:** or the ability to quickly develop competency in use of such systems
 - **Communication:** well developed communication and interpersonal skills
 - **Professional integrity:** experience in handling sensitive information and maintaining privacy
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6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.
