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### About Us

Anglicare Victoria works with children, young people, individuals, 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 2000+ 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:	Regional Director, Executive Assistant to CEO and Director of Finance & Business Services or similar
Direct Reports:	Nil
Internal Stakeholders:	Employees, Managers
External Stakeholders:	Suppliers, Contractors, Clients, Volunteers and Visitors
Classification:	Individual Employment Contract

## About You (Key Selection Criteria)

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### Qualifications/Licences

Required:

- N/A

Desirable:

- Relevant tertiary qualification in Administration and/or Business Management/Social Sciences.
- Full Victorian Drivers Licence

### Knowledge and skills

- Experience in providing executive support or administration within an organisation at a senior level.
- Demonstrated ability to work in a dynamic environment, responding flexibly to meet changing needs, competing demands, priorities, and deadlines.
- Highly organised, proactive, and self-managing with highly developed prioritisation, multi-tasking, project, and time management skills.
- Excellent written including report writing, paper preparation and presentation materials with a high degree of attention to detail and excellent verbal communication skills.
- Highly developed interpersonal skills with the ability to interact positively and professionally with a wide range of individuals from diverse backgrounds including all levels of management, employees, and external stakeholders to build and maintain relationships.
- Advanced computer literacy skills (including but not limited to the Microsoft Office Suite) and the ability to adapt to a wide range of special purpose software.
- Willingness to respond and engage with cultural and gender diverse clients, employees, and stakeholders to foster harmonious connections.
- Experienced in project coordination and reporting with the ability to work within governance and legislative requirements to protect information and support organisational accreditations.

### Personal Qualities

- **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.
- **Drive and commitment:** ability to lead with best practice and set a high standard; motivated and positive approach to new challenges.
- **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.
- **Self-Development:** the desire to continually develop, inquire and learn through on-the-job experiences, exposure through participating in events, mentoring and education.

## Your Contribution (responsibilities)

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The key contributions in the role are outlined below:

### Role Specific

- Undertake and co-ordinate a wide range of executive support responsibilities for the respective Director/s which includes managing the preparation and distribution of executive reports and papers, monthly reports, meeting scheduling and minutes, diary, and email management.
- Coordinate meetings, correspondence, and materials between Director/s, employees, and key external stakeholders e.g. Department Families, Fairness and Housing, partner agencies, local community agencies or organisations, schools.
- Prepare draft of reports, correspondence including letters, emails, and presentations in line with guidance provided by the relevant Director/s.
- Assist in the development and implementation of various projects regionally and undertake preparation of reports to demonstrate progress against timelines and deliverables.
- Exercise and assist with the storage of sensitive and confidential information including the establishment and maintenance of confidential files.
- Maintain databases and records that sit within the respective Directors portfolio.
- Assist senior employees with the preparation and professional presentation of submissions and tenders.
- Assist with the collation of documentation and assorted resources for various meetings and provide general support to internal and external meetings, employee communication and celebrations.
- As required for Executive Assistants based in Central Office to provide reception coverage as per office requirements both as rostered and to cover leave.

### 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 always upheld.
- 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 use 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.

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

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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
- participate in relevant health and safety training and inductions based on roles and responsibilities.

## **Our Commitment to Inclusion**

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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, LGBTIQ+, people with disabilities, people from diverse cultural, racial and linguistic backgrounds, people of all ages, people with caring responsibilities, and people with diverse religious beliefs or affiliations and people with lived/living experience of services similar to those delivered by AV.

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, racial 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 in and contribute to training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity, equity, and inclusion; and
- raise concerns and or complaints in a constructive manner, including identifying possible solutions.

## **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.

## 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,

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.