

**Position Description**  
**Position title: Recovery Worker L3**

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| **Mission Australia** | |
| About us: | Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.  We’ve learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.  Together we stand with Australians in need, until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.  *“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration |
| Goal: | To reduce homelessness and strengthen communities. |
| **Position Details:**  Position Title: Program Support Officer Admin Level 3 | |
| Division: | Service Delivery |
| Level: | Administration Level 3 |
| Reports to: | Program Manager, Roma House |
| Position Purpose: | To Welcome and greet visitors, in person or on the telephone; answering or referring inquiries. Direct visitors by maintaining employee and department directories; giving instructions. Maintaining house safety by following procedures; monitoring logbook; issuing visitor badges |

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**Position Requirements (What are the key activities for the role?)**

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| |  |  | | --- | --- | | **Key Result Area 1** | **Customer Service** | | **Key tasks** | **Position holder is successful when** | | * Provide a professional approach in responding to both face to face, phone and email enquiries. * To be a liaison for all residents, visitors, staff and students and support the direction and hospitality of people to the house. * Provide a professional appearance by wearing smart casual clothing. * Assist and support all sections of the faculty with the management of telephone enquiries and all front desk queries. * Log and escalate critical incidents if required, working within the emergency/ evacuation services frameworks and continuity plans. * To be a pro-active liaison between Facilities Management and relevant stakeholders regarding maintenance, repair and property related matters. * Assist and support the shared service delivery tasks of parking co-ordination, meeting room requests and escorting visitors to the house | * Positive liaison with internal and external stakeholders to coordinate meeting and event locations. The role requires multiple tasks to be coordinated at any one time including supporting immediate operational functions. This coordination is required for both internal and external clients as well as dealing with external service providers, contractors and all visitors. * Provide support and assistance to all facets of the Concierge operation. * Strong customer service-focus utilising effective communication and time management. * Work within a range of autonomy with supervision while receiving guidance and direction from the up-line. | |

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| **Key Result Area 2** | **Administrative Responsibilities** |
| **Key tasks** | **Position holder is successful when** |
| * Assist in managing the front office and reception area including taking phone calls, responding to queries, managing guests, and overseeing the functioning of the entrance common area. * Assist with the orientation and general support of service providers and/ or on-site subcontractors. * Complete a range of administration tasks including coordination of incoming and outgoing mail and distribution, maintenance of Recovery Worker Operational records, invoicing to ensure the efficient running of the office. * Maintain the agenda and transcribe the minutes of the staff and managerial meetings * MACSIMS and in-house Data entry. * Produce materials to support the office or program including correspondence, presentations, reports, meeting materials, files as required. * Assist the Directorate with processing of room bookings, car parking/pooling enquiries, reservations, catering/ pantry supplies, general supplies, mail/ couriers and other reception duties. * Develop and improve administrative processes. | * The reception area is managed efficiently with all face to face and telephone queries responded to in a timely manner. * All administrative tasks are completed accurately and on time. * Materials are developed to support the running of the service and are accurate and timely. * All internal and external policies and procedures are adhered to. * Efficient administrative processes developed and implemented. * Demonstrate attention to detail and ability to keep accurate records with a good understanding of compliance management |

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| **Key Result Area 3** | **Relationship Management** |
| **Key tasks** | **Position holder is successful when** |
| * Develop collaborative relationships with House Management, service delivery staffing, support servicers as to enable identified in-house ventures to be supported and maintained. * Respond to public enquiries including answering general enquiries. | * Contractors are supported in a timely manner and associated services arranged as required * Positive relationships are developed with all stakeholders |

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| **Key Result Area 4** | **Client Support** |
| **Key tasks** | **Position holder is successful when** |
| * Support staff with completion of client paperwork and application forms where necessary. * Support Recovery Worker with clients in support of their individual support plans including referral to external services where necessary. * Working knowledge of the human service networks, organizations and service providers. An understanding of the homelessness service system with knowledge of patterns, trends and systemic issues and principles in working with at risk clients. * Conflict resolution skills - de-escalation and negotiation skills | * All required reports are conducted, and Case management files created for all clients * All required paperwork is completed and put on file in line with Mission Australia best practice * Ongoing support is provided for client that meets individual needs and situation * Clients are effectively offered ongoing support from internal services * Strong ability to actively and assertively engage clients with complex needs who are at risk or experiencing homelessness |

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| **P**  **U Work Health and Safety**  Everyone is responsible for safety and must maintain:   * A safe working environment for themselves and others in the workplace * Ensure required workplace health and safety actions are completed as required * Participate in learning and development programs about workplace health and safety * Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries   **Purpose and Values** |
| * Actively support Mission Australia’s purpose and values; * Positively and constructively represent our organisation to external contacts at all opportunities; * Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times; * Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.); * To help ensure the health, safety and welfare of self and others working in the business; * Follow reasonable directions given by the company in relation to Work Health and Safety. * Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries * Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards * Actively support Mission Australia’s Reconciliation Action Plan. |

**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role** |
| * Client Support - Ability to possess professional presentation and manner while delivering a high level client-focused Accommodation Administration service; * Values Alignment - Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment. * Organizational awareness - Demonstrated ability to effectively plan work activity, prioritise time and resources using established processes and supporting systems to achieve optimum efficiency and effectiveness. Includes high level proficiency in the use of Microsoft Office and the use of databases   **Experience and Qualifications**   * Completion of at least a Diploma/ Advanced Diploma in Business Administration or in a relevant discipline with subsequent experience in a similar multi-skilled Reception/ Concierge/ Administration/ Finance – related role. * Significant knowledge and experience working with target group and related issues (minimum 2 years’ fulltime work experience in similar environment)   **Key challenges of the role** |
| * The ability to manage a range of support activities for client case management and engaging with homeless people within the Roma House. |

**Compliance checks required**

Working with Children

National Police Check

Vulnerable People Check

Senior first Aid Certificate

Queensland Drivers Licence

Right to Work

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**Approval**

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| **Manager name** | Faishal Mahmud | **Approval date** | 14.08.18 |