

## Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been standing alongside Australians in need since 1859. Our vision is for an Australia where all of us have a safe home and can thrive.</p> <p>We deliver homelessness crisis and prevention services, provide social and affordable housing, assist struggling families and children, address mental health issues, fight substance dependencies, support people with disability and much more.</p> <p>Given the right support, we believe everyone can reach their full potential. That's why we stand together with Australians in need, for as long as they need us.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	End homelessness and ensure people and communities in need can thrive.

## Position details:

Position Title:	<b>Reception / Administration Officer</b>
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Agreement
Classification:	Administrative Employee
Level:	Level 2
Business Unit/Program:	Triple Care Farm
Reports to:	Area Manager – AOD South Coast
Position purpose:	To be the first point of contact for clients, answer telephone enquiries, manage and complete a range of administrative tasks vital to the efficient running of the office, including supporting other employees to complete administration duties in an accurate and timely manner.

## Position requirements (What are the key activities for the role?)

Key Result Area 1	Child and Youth Safe Practice
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Demonstrate knowledge of the <i>National Principles for Child Safe Organisations</i>.</li> <li>• Comply with core responsibilities set out in the MA Child &amp; Youth Safe policies, procedures and supporting documents to practice as required by the role.</li> </ul>	<ul style="list-style-type: none"> <li>• A child and youth safe service environment is supported in accordance with the <i>National Principles for Child Safe Organisation</i>.</li> <li>• Sound application of policy to child and youth safe practice is demonstrated.</li> </ul>

<ul style="list-style-type: none"> <li>Proactively raise concerns about any issues that affect the safety and wellbeing of children and young people engaging with MA services.</li> </ul>	<ul style="list-style-type: none"> <li>Concerns about the safety and wellbeing of children and young people are identified and responded to effectively.</li> </ul>
<b>Key Result Area 2</b>	<b>Administration</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Manage the front office and reception area including taking phone calls, responding to queries, managing guests, and overseeing the visitors to the site.</li> <li>Complete a range of required administration tasks including reports and audit activities.</li> <li>Maintain adherence with all internal and external policies and procedures including contractual obligations, WHS, Privacy and EEO.</li> <li>Complete a range of complex administration tasks as required including timesheets, spreadsheets, memos, minutes etc.</li> <li>Develop and improve administrative processes</li> <li>Complete the administration entries and review for MyTime payroll system</li> </ul>	<ul style="list-style-type: none"> <li>The reception area is managed efficiently with all face to face and telephone queries responded to in a timely manner.</li> <li>All administrative tasks are completed accurately and on time.</li> <li>All internal and external policies and procedures are adhered to.</li> <li>Accurate documents prepared in a timely manner, including intake meeting minutes, timesheets and rosters.</li> <li>Efficient administrative processes developed and implemented.</li> <li>All staff entries into MyTime are verified each business day.</li> </ul>
<b>Key Result Area 3</b>	<b>Compliance</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Assist with the collation and preparation of data and reports relating to financial activity.</li> <li>Complete processing of financial transactions as required, including journals, petty cash and accounts payable.</li> <li>Support the Area and Program Managers with a range of duties associated with delivering quality services including fleet management, drafting policy and procedures, work health and safety, and rostering.</li> </ul>	<ul style="list-style-type: none"> <li>Assisting the Area and Program Manager as required with a range of financial tasks including invoice processing, client rent collection, client brokerage reimbursements and reconciliation of petty cash</li> <li>Client support and safety is maintained at all times and all staff and clients comply with service regulations.</li> <li>Contribution is made where necessary to ensure the effective running of the service.</li> <li>Support is provided to Area and Program Managers for tasks critical to the effective running of the service including fleet allocation, drafting service specific policy and procedures (in consultation), work health and safety tasks and developing staffing rosters</li> </ul>
<b>Key Result Area 4</b>	<b>Client Services</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>

<ul style="list-style-type: none"><li>• Manage client information in a respectful and confidential fashion</li></ul>	<ul style="list-style-type: none"><li>• Information related to clients including interactions, and minutes are treated confidentiality and respectfully.</li></ul>
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*Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.*

## 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 (e.g., Financial, HR, etc.)
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#)
- Actively support Mission Australia's [Reconciliation Action Plan](#).

## Recruitment information

### Qualification, knowledge, skills and experience required to do the role

- Previous experience in administrative role
- Competent in using Microsoft Office Suite
- Current driver's licence
- Ability to work in a complex, high work volume environment
- Qualification in Administration, Business, and/or relevant experience
- Demonstrated ability to work effectively as part of a team
- Demonstrated understanding of and sensitivity towards disadvantaged clients
- Ability to organise and prioritise work
- Understanding of duty of care

### Key challenges of the role

- The ability to create effective and organised administrative processes which ensure proper and efficient completion of tasks

### Compliance checks required

- Working with Children Check
- Vulnerable People Check
- National Police Check
- Driver's Licence
- Reasonable evidence of full vaccination against COVID-19
- Other (prescribe)

### Approval

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**Manager name** Helen Fuller – Area Manager

**Approval date** 27/05/2022