**JOB DESCRIPTION**

Administration Officer Permanency Support Program (PSP)

# **ABOUT UNITING**

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

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

# **ABOUT THE ROLE**

**Role Purpose**

The Permanency Support Program (PSP) aims to give every child/young person a loving home, whether that be with parents, family, extended family, guardianship, adoption or quality long term care. We provide culturally supported placement options for children and young people 0-18 years of age. PSP also provides a ‘light touch’ Aftercare service for young people 18-25 years who have left foster care.

This role provides administration support to the team responsible for case management when a child or young person enters Uniting’s care. In this role you will need to meet funding and performance requirements, ethical and professional standards, administer data and knowledge management systems and provide agile support to the team as required.

# ROLE KEY ACCOUNTABILITIES

* Be an integral team player by providing administration support to case management and planning of tasks to further case plan goals for children and young people.
* Collaborate with the permanency support management and team to support a PSP culture that promotes data integrity, effective training and monitoring of data management.
* Contribute to regular analysis of data reporting to assist management to drive sound operational compliance with Office Children’s Guardian accreditation guidelines and all associated Standards and legislation, and additionally with planning and decision making.
* Contribute to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.
* Take care for the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to the attached WHS responsibilities by role.
* Represent the Uniting culture and values internally and externally, communicating and acting in ways that are consistent with values of Bold, Respectful, Imaginative and Compassionate.
* Actively engage and participate in the Uniting Continuous Conversations development framework so as to enable ongoing learning and development.
* Support a culture that values the voices of children and young people to have a say in decisions that affect them and their futures.

**As Administration Officer in PSP, your role specifically will:**

* Support the casework team with administration tasks as required.
* Maintain Sharepoint as required.
* Assist with Carelink data entry in collaboration with PSP management and the team to ensure compliance obligations are met in accordance with government and Uniting policies and procedures.
* Perform all tasks related to correct record keeping in a timely and appropriate manner, including updating in-house and government IT systems.
* Ensure financial obligations are met in accordance with government and Uniting policies and procedures including payments, credit cards, budget and funding.
* Manage assets including vehicles, IT equipment and office consumables in accordance with Uniting policies and procedures.
* Work collaboratively and in a trauma informed approach with family, children, family networks of support and other stakeholders through a professional reception service both in person, via technology and over the phone.
* Coordinate processes to ensure the program operates smoothly and professionally in all facets of meetings including taking minutes, managing diaries, booking rooms and record keeping.
* Support PSP management and team through a high degree of flexibility to meet changing organisational needs and priorities.
* Support HR functions as required including assisting new staff with induction, on-boarding and systems set up.
* Contribute to the development and evaluation of changes and improvements to the service to ensure the delivery of a high quality and safe service to children and young people, and support the viability of Uniting.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal\*** |  |
| Operations Manager, PSP | * Escalate issues, keep informed, advise and receive instructions |
| Manager, PSP | * Escalate issues, keep informed, advise and receive instructions |
| RSO | * Escalate issues, keep informed, advise and receive instructions * Advise and collaborate with as required |
| PSP Caseworker team | * Collaborate regarding decisions how each person’s role contributes towards the PSP outcomes |
| Carer Engagement Support Team | * Work collaboratively with administration and other staff in the CES so as to facilitate openness of information and cohesive working arrangements. |
| **External** |  |
| Community Partners/Care and Service Providers/ Birth families | * Represent Uniting PSP professionally and upholding our values and customer promise in all interactions with external stakeholders |

**Role Dimensions**

**Reporting line**

* This role reports to the Manager PSP or Regional Support Officer dependent on regional requirements.

**Direct reports**

* Nil

**Essential requirements**

* Current NSW drivers licence
* Diploma in Administration or equivalent work experience
* Comply with NSW Working with Children Check and National Police History Check requirements

**Even better**

* Experience in working in not-for-profit sector
* Experience in working in services for children, youth and their families

**Capabilities for the role**

| Your Key Capabilities | | |
| --- | --- | --- |
| **Capability** | **Proficient performance looks like** | **Highly proficient performance looks like** |
| **People**  Develop and foster productive relationships | * Be flexible, show initiative and respond quickly when situations change * Raise and work through challenging issues | * Promote and support a PSP culture of achievement and acknowledge the input of others * Give and be able to receive frank and honest feedback/advice |
| **Communication**  Communicate Effectively | * Actively listens to others * De-escalate issues that may arise over the phone and seek support where required * Effective minute taking | * Share information to effectively deliver integrated and coordinated responses * Writes fluently in a range of styles and formats |
| **Relationships**  Work Collaboratively | * Work towards positive and mutually satisfactory outcomes * Utilise facts, knowledge and experience to support recommendations | * Demonstrates by adopting collaborative practices * Encourage and supports a respectful culture through engagement and participation in a team environment |
| **Results**  Delivers on intended outcomes | * Use own expertise and seek others' expertise to achieve work outcomes * Be willing to seek out input from others and share own ideas to achieve best outcomes | * Take responsibility for delivering on intended outcomes * Research and analyse information and make recommendations based on relevant evidence * Identify issues that may hinder completion of tasks and find appropriate solutions |
| **Safety**  Committed to a safe and healthy work environment | * Considers the care and wellbeing of others, including their emotional, mental, physical and cultural safety | * Models exemplary WHS practices by working through issues and identifying solutions to ensure the wellbeing of all those in the workplace |
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| Practice Specific Capabilities  Practice specific capabilities focus on reflective practice to ensure quality decisions in complex service delivery situations and promote continuous improvement | | |
| **Capability** | **Proficient performance looks like** | **Highly proficient performance looks like** |
| **Child Protection**  Safety and wellbeing of our clients | * Ensures a sound understanding of procedures to be followed for child protection incidents and particularly, of thresholds for reporting | * Displays resilience and courage when collaborating with others on high level child protection concerns, ensuring the immediate safety of the child/young person. |