

## Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.</p> <p>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.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</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:	To reduce homelessness and strengthen communities.

## Position Details:

Position Title:	Administration Officer
Division:	Service Delivery
Reports to:	Program Manager – PCADS
Classification:	Administration Employee – Level 4 Mission Australia Service Delivery Enterprise Agreement 2016 – 2019
Position Purpose:	To provide administrative support to the Integrated Mental Health Service Pilbara (IMHSP) so as to ensure the efficient running of the office and to be the focal point of contact for clients and visitors both face to face and over the phone.

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

Key Result Area 1 – Reception and Office Support	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>Provide general administrative support to the Program Manager and other PCADS employees.</li> <li>Complete a range of administration tasks, including file management, coordination of incoming and outgoing mail and distribution, invoicing the log books and word processing to ensure the efficient running of the program.</li> </ul>	<ul style="list-style-type: none"> <li>General administrative support is provided in a manner which demonstrates sound judgment, initiative confidentiality and sensitivity.</li> <li>Administrative tasks are completed in accordance with policy and procedures and are completed accurately and within allocated timeframes.</li> </ul>

<ul style="list-style-type: none"> <li>• Assist in managing the front office and reception area as needed including taking phone calls, responding to queries, managing guests and overseeing the functioning of the reception area.</li> <li>• Respond to customers (guests/staff/stakeholders) enquiries engaging the support of other service staff as needed.</li> <li>• Assist customers by directing them to appropriate internal staff as needed.</li> <li>• Complete a range of statistics/data entry and produce reports as required by Management.</li> <li>• Booking of travel arrangements as requested.</li> </ul>	<ul style="list-style-type: none"> <li>• Reception duties are performed in a friendly and professional manner and the reception area is managed efficiently.</li> <li>• Clients are treated with dignity and respect and a polite and friend manner.</li> <li>• Reports are prepared in a timely manner and are presented professionally.</li> <li>• Travel and accommodation arrangements are made to meet the needs of the employees and in accordance with the organisation's policies and procedures.</li> </ul>
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Key Result Area 2 – Administration Support	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>• Complete processing of financial transactions as required, including petty cash, purchase orders and accounts payable.</li> <li>• Ensure the registration, safe-keeping and archiving of all staff, client and program records such as log books and files, including paper and electronic filing.</li> <li>• Ensure all staff and volunteer compliance checks completed as per funding guidelines and internal policies and procedures.</li> <li>• Order equipment and stationary and maintain the office inventory of assets.</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate recording and processing of transactions within designated timeframes.</li> <li>• Petty cash and account payable maintained accurately and in a secure fashion, in accordance with MA policies and guidelines.</li> <li>• Organised systems are in place for filing and files are stored securely and in a timely manner.</li> <li>• Checks and renewals are completed accurately and within allocated timeframes.</li> <li>• Office stationary is available as needed and purchases are within budget. Equipment is purchased in line with MA policies and guidelines.</li> </ul>

***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 (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**

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

- Demonstrated experience in an administrative role providing general administration support to a Manager or team of employees.
- Demonstrated experience working with financial systems including petty cash and accounts payable.
- High level of computer literacy including Microsoft Office packages.
- A high level of organisational ability including the ability to develop administrative processes that meet the needs of the business.
- Strong communication skills and the ability to liaise effectively with clients from Culturally and Linguistically Diverse communities and Aboriginal and Torres Strait Islander people.
- Strong customer focus and the ability to run an efficient reception area.
- The ability to apply initiative and problem solve.
- Strong attention to detail and previous experience coordinating travel arrangements.
- Ability to manage time effectively.
- The ability to work effectively in a team.
- Experience in, or willingness to work in a remote location.
- Senior First Aid Certificate or willingness to obtain.

### **Key challenges of the role**

- The ability to create effective and organised administrative processes which ensure proper and efficient completion of tasks.
- The willingness and ability to live and work in a remote location.

Compliance checks required

- Working with Children☒
- National Police Check☒
- Vulnerable People Check☐
- Drivers Licence☒
- Other (prescribe)☐ \_\_\_\_\_

Approval

Manager name

Approval date