

POSITION DESCRIPTION

Operations Support Officer Stakeholder Engagement Team

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 NDIS Partners in the Community Program for Local Area Coordination (LAC) Services works in partnership with the National Disability Insurance Agency (NDIA) to assist people with disability, their families and carers to achieve tangible outcomes, exercise choice and control and engage with the National Disability Insurance Schemes (NDIS).

Your role as Operations Support Officer is to provide administrative and operational support for LAC Services in the Stakeholder Engagement team. You will support the Stakeholder Engagement Manager to provide timely, quality and innovative services consistent with performance expectations and in an ever-changing environment.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Operations team through the following:

- Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders
- Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the customer at the centre
- Actively engage and participate in the performance management framework and review processes at Uniting

- Act in a manner which upholds and positively reflects the Uniting Code of Conduct and Ethical Behaviour
- Contribute to a culture of openness, feedback and productivity.
- Model, communicate and act in ways that are consistent with our values of Bold, Respectful, Imaginative and Compassionate.
- Take care of 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 WHS policies and procedures.
- Actively 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.
- Complete mandatory training for the position as designated by Uniting and the NDIA and continue ongoing professional development. Keep up to date with Uniting and NDIA changes
- Deliver key performance indicators as agreed upon by Uniting and the NDIA

As the Operations Support Officer, your role specifically will:

Sector and Organisation Purpose and Values

- Demonstrate a deep knowledge and application of human rights-based approaches in the disability sector.
- Demonstrate a deep knowledge and application of the Uniting vision, values, strategic and business plans and the service offerings of Uniting
- Demonstrate alignment with NDIA Purpose and Values

Service Delivery

- Deliver services in line with Uniting culture that promotes a person-centred approach and outcomes, reflecting the right of people with a disability to exercise choice and control over all aspects of their lives
- Provide proactive administrative support to the Stakeholder Engagement Manager including projects, correspondence, calls, report generation and research in order to meet Uniting and NDIA requirements
- Assist the Stakeholder Engagement Manager to manage employee information across the LAC program, liaising with Uniting Employee Services as required
- Support the Stakeholder Engagement Manager in liaising with the NDIA and ensuring that correct processes are followed when employees start with and exit from Uniting
- Assist with the coordination of meetings including the compilation of meeting papers, agendas, actions and other information, and distribute minutes
- Conduct audits to ensure all LAC teams are complying with Uniting and NDIA procedures and guidelines
- Support the Stakeholder Engagement Manager to manage all assets and security items (e.g. keys, swipe cards) issued by Uniting and the NDIA, and maintain records to show current status at all times
- Provide exemplary customer service through a variety of channels (e.g. face to face and via telephone) and triage enquiries as appropriate
- Complete a range of activities to ensure that the office is safe and clean, fit for operational purpose and looks professional
- Assist in organising and setting up events
- Manage confidential and sensitive information
- Undertake other duties as requested by the Stakeholder Engagement Manager consistent with the general nature and responsibilities of the position.

Collaboration/Teamwork

- Be an active member of Uniting and the LAC Stakeholder Engagement team, adhering to organisational expectations outlined in Uniting policies and procedures and contributing positively to the team's plans, goals, work environment and culture
- Collaborate with your team and Stakeholder Engagement Manager through a variety of mediums to brainstorm solutions and approaches in order to effectively meet the needs of customers and LAC staff
- Demonstrate the ability to work well within a team that adapts quickly due to a changing environment

Financial Management

- All financial transactions processed accurately, timely and through the appropriate method in the service area.

Reporting, Standards and Continuous Improvement

- Understand the impact on work practices of Uniting policies and procedures, including Code of Conduct and Safety policies and procedures, as well as relevant government legislation and standards.
- Provide services that address customer and organisational needs and that are in alignment with Disability Standards and support quality and safeguarding frameworks including the LAC Quality Management Framework
- Support the Stakeholder Engagement Manager to coordinate and exchange accurate information and reporting between the LAC teams, various Uniting business units and NDIA
- Address complaints and incidents promptly or escalate for resolution. Ensure all complaints, incidents and feedback accurately recorded in the appropriate Uniting and NDIS IT Business system
- Assist the Stakeholder Engagement Manager to ensure that business processes, standards, training and documentation requirements are consistently met across the program to achieve required outcomes
- Complete qualifications if they are required for your position/ traineeship
- Ensure adherence to reporting, documentation and business administration requirements

Stakeholder Relationships

- With the Stakeholder Engagement Manager, identify and develop strategic, collegial and productive relationships across all LAC teams and with other Uniting business units to ensure the best outcomes for customers, Uniting and LAC staff
- Ensure the Stakeholder Engagement Manager is provided with timely information to support decision making and operational processes
- Maintain collaborative relationships with external parties such as the NDIA and suppliers to successfully achieve the administrative and operational requirements of the LAC program

Innovation and Co-design

- Demonstrate commitment to best practice approaches
- Apply critical thinking to consider the workability of different ideas and apply the appropriate problem solving and decision-making tools
- Actively research, create and share innovative solutions with your team
- Incorporate lessons learnt, feedback and review in the continuous improvement of work practices

Communication

- Use effective communication, negotiation, relationship building and interpersonal skills to carry out activities within LAC Services
- Use a range of communication and influencing techniques to effectively handle complex, sensitive matters involving a range of people including staff, customers and community stakeholders including the handling of complaints
- Follow the LAC Stakeholder and Engagement Communication Matrix in relation to key internal and external stakeholders and interested parties
- Enter data and record information accurately on the NDIA IT Business System and Uniting systems
- Assist the Stakeholder Engagement Manager to prepare content for and distribute the Operations Manager's communications to the program
- Use social media platform to promote the initiatives of LAC Services and good news stories

ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity. You are committed to respecting children and taking action to keep them safe.

Your directorate: Mission, Communities and Social Impact
You'll report to: Stakeholder Engagement Manager

To be successful in this role, you must fill the below **mandatory requirements**:

- Working with Children Check clearance
- National Criminal History Check clearance
- Be able to work flexibly to potentially include after-hours and weekends
- Be willing to travel within and between Uniting LAC Service Areas as required

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
- **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
- **Develops and Grows the Business** – Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
- **Makes Sound Decisions** – Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

QUALIFICATIONS & EXPERIENCE

Qualifications:

No formal qualification are required for this role.

Experience:

A minimum of two years' experience in office administration.

You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required. You will demonstrate self-leadership and utilise your excellent time management skills to meet deadlines.

You will be familiar with Microsoft Office programs, in particular Outlook, Word, Excel and PowerPoint.

Even better:

- Certificate/Diploma in Business Administration
- Have a sound knowledge of the complex needs of people with disability and their families along with effective service models
- Previous experience in customer service roles
- Experience working with online platforms such as SharePoint

Employee Name:	Insert employee name	Manager's Name:	Insert manager's name
		Title	Insert manager's title
Date:	Insert date	Date:	Insert date
Signature:		Signature:	