
About Us

Anglicare Victoria works with children, young people, individuals, and families. We prevent harm and empower people to overcome challenges and achieve their full potential.

We believe in families and know that with access to the right support every family can grow and achieve their goals.

We work with families towards positive change. Whether it be a helping hand in a time of crisis or providing longer-term support and care. We partner with local communities, the private and public sectors, and our donors to deliver better results.

Supporting tens of thousands of Victorians every year, our 2000+ staff and volunteers operate from more than 90 sites across the state, as well as delivering assistance online, at home and in the community. We are Victoria's largest provider of Out of Home Care and Family Services, and one of Australia's most innovative agencies in working with vulnerable children youth and families.

Administration

Administration at Anglicare Victoria (AV) provides effective, efficient, and professional administrative support to the delivery of AV services and day to day operations, working across the wider organisation or within specific areas and locations. These supports include administration, governance, resource coordination, reporting and record management, ranging from general to specialised support based on organisational needs. Administration is often the face of the organisation, and the first interaction individuals have with AV, promoting positive engagement with our clients, employees, organisation, stakeholders, and the communities in which we operate to achieve better outcomes for Better Tomorrows.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Administration
Program:	Administration
Reports To:	Director
Direct Reports:	Administration Coordinators, Administration Officers or similar
Internal Stakeholders:	Managers, Employees, Volunteers
External Stakeholders:	Site Visitors, Contractors, Partnership Organisations, Co-located Agency Managers
Classification:	Individual Employment Contract

About You (Key Selection Criteria)

Qualifications

Required:

- Full Victorian Drivers Licence

Desirable:

- A relevant tertiary qualification in administration, business or similar at degree level or substantial experience in senior administration position/s.

Knowledge and skills

- Demonstrated skills and experience in managing and leading a team.
- A demonstrated ability to effectively liaise, consult and build partnerships with key stakeholders.
- Ability to work with minimal supervision must have the ability to work as an effective part of a dynamic team and demonstrate a commitment to working respectfully with individuals.
- Demonstrated commitment to quality and promote evaluation/reflection and continuous improvement in all areas through identification, promotion and support of strategies that drive best practice in all areas.
- Ability to identify efficiencies and resource gaps and participate in appropriate partnerships making innovative and relevant recommendations on how to address such areas of concern.
- Strong administrative and procedural skills to build strong systems and workflows to support key activities in respect to governance.
- Excellent attention to detail and ability to meet deadlines.
- Ability to self-reflect, take on board feedback, and use supervision opportunities to improve one's practice and leadership.
- Highly developed skills in report writing, record keeping, and other computer skills, including teleconferencing applications such as Zoom, Skype and Microsoft Teams.

Personal Qualities

- **Leadership:** the ability to role-model self-development behaviours and foster the development of others; lead through example; promote civic-mindedness; and champion continuous improvement and initiative strategies.
- **Learning Mindset:** the desire to continually develop, inquire and learn through on-the-job experiences, exposure through participating in events, mentoring and education and creating space for others to develop and grow.
- **Initiative and accountability:** be proactive and self-starting, seize opportunities and act upon them, take responsibility for own actions.
- **Drive and commitment:** ability to lead with best practice and set a high standard; motivated and positive approach to new challenges.
- **Teamwork and collaboration:** ability to support and promote a positive team culture of collaboration, inclusiveness, and respect.
- **Resilience:** the ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.

Your Contribution (responsibilities)

The key contributions in the role are outlined below:

Role specific

- Provide day-to-day management of the regional or central Administration Team.
- Establish work structures and routines for administration teams within the region or centrally that meet organisational requirements and, where appropriate, align across AV to enable sharing of resources and seamless experiences for employees across all sites and programs.
- Manage budget expenditure throughout the financial year in line with the approved budget, looking for opportunities to improve efficiencies, improved pricing on services etc.
- Manage the regional or central requirements including facilities, property, information technology, fleet vehicles, roll-out of new technology and assist Property and Fleet to manage regional requirements. This includes supporting the business continuity requirements for sites in emergencies.
- Work closely with Central Office to improve and embed required activities within the region to support our services to clients, improve the employee experience, capability development/training or continuous improvements to support operations for AV.
- Support line leaders in respect to recruitment; interview bookings/rooms and compliance requirements including on-boarding and the induction of new employees and learning initiatives including AV training.
- Support the ongoing compliance requirements and organisational reporting requirements i.e. safety screening i.e. working with children checks, criminal history checks, Electronic Case Management System (ECMS), driver's licences, carers register, finance project support in line with procedures and ad hoc requests.
- Lead major projects as required in respect to planning and co-ordinate i.e. office relocations relationship establishment with co-located agencies and MOU licence agreements, regional functions e.g. Christmas Events/Hamper, development days and local engagement with neighbouring businesses in partnership with respective stakeholders.
- Provide support and assistance with other duties as required by the Regional Director, including back up support for key tasks to the Executive Assistant as required or strategic partnering activities.
- Work closely with Director, Program Managers and Managers as required to support the planning and successful implementation of regional or organisational initiatives, projects, and new/expanding programs.
- Establish and maintain effective positive relationships within AV and with external stakeholders including partner agencies and co-locators on an ongoing basis including co-tenancies.
- Actively support and participate as a member of the relevant Management or Leadership Team.
- Ensure compliance with all governance and administrative policies and procedures through effective adherence and work instructions as required.
- Foster and maintain a commitment to service provision that meets all legislation, Government and AV policies, procedures.
- As required, travel to other AV sites to provide administration support either at a site or program level to support operational delivery.

General

- Ensure familiarity and compliance with all governance, policies, and procedures.
- Adhere to all legislation, program requirements and relevant procedures relating to service provision.
- Undertake mandatory training within the required timelines. Participate in other training and development opportunities to ensure all necessary qualifications, skills, certificates, and clearances are obtained to meet the position requirements.
- Maintain appropriate and accurate case notes, records, reports and data-input, in line with the service area and function/position requirements.
- Attend client meetings, team meetings, workshops, and conferences, as required.
- Ensure privacy and confidentiality is always upheld.
- Professionally represent AV and our services at forums, meetings, and training with external agencies.
- Contribute to the development of continuous improvement and initiative strategies.
- Embrace and utilise new ways of working to enhance collaboration, effectiveness, and outcomes.
- Individuals may be required to undertake reasonable travel, as part of their position or duties.

Our Commitment to Health, Safety & Wellbeing

AV is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

All AV Senior Managers are required to:

- take reasonable care for themselves and others who may be affected by their acts or omissions.
- contribute to, and be involved in, the organisation's ongoing management of health and safety activities including consultation.
- drive and implement all workplace health and safety policies and procedures within your area of responsibility.
- ensure compliance with all health and safety legislative requirements, compliance codes and relevant Australian Standards.
- provide appropriate and necessary information, training, and supervision for employees to enable them to perform their tasks safely.
- foster employee health, safety, and wellbeing by creating a mentally healthy, inclusive, and safe workplace.

If identified as a designated site manager, ensure appropriate emergency management plans are in place, including appropriate skilled employees to meet the minimum requirements of our emergency management response and first aid requirements and emergency evacuation drills are completed in line with requirements outlined in AV procedures and lessons learnt are taken on-board to strengthen future responses.

Our Commitment to Inclusion

AV strives to be an inclusive, safe, and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to Aboriginal and Torres Strait Islander, LGBTIQ+, people with disabilities, people from diverse cultural, racial and linguistic backgrounds, people of all ages, people with caring responsibilities, and people with diverse religious beliefs or affiliations and people with lived/living experience of services similar to those delivered by AV.

Senior Managers are to:

- identify and develop strategies to mitigate bias through employment life cycles, including ensuring diverse interview panels. Seeking out advice from individuals and clients with lived experience when developing new practices, policies, and procedures
- identify and appropriately respond to any unacceptable behaviour reported, to ensure the creation of a safe workplace for all
- collaborate around key issues and evolving practices relating to Diversity & Inclusion, through supervision, resources or consulting with our Cultural Advisors, PRIDE Group, RAP Committee etc
- participate in the development and implementation of inclusion events and strategies
- role model practices through behaviours, conduct and language with communications reflecting respect and embracing diversity.

Our Commitment to Child Safety

AV is committed to protecting children and young people from all forms of harm and abuse.

As a manager you are required to report any concerns raised by, or on behalf of, children and young people in accordance with mandatory reporting, reportable conduct, and incident management procedures. Everyone at AV has a role to play in keeping children and young people safe.

Employment Screening and Required Certificates

Anglicare Victoria conducts safety screening practices for all preferred applicants. Safety screening must be satisfied prior to formal offers of employment being made and must be kept current to ensure ongoing employment. These include but are not limited to:

- an Australian Criminal History Check
- an International Criminal History Check for those who have lived outside of Australia for longer than 12 months in the last ten years
- a Current Employee Working with Children Check.

The responsibilities listed within this document have been identified as the primary functions of the position. Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position.