

Position Description

Title	Homelessness Program Support Officer
Business Unit	Homelessness Support Services
Location	160 Whitehorse Rd, Blackburn 3130
Employment type	Part time (60.8 hours per fortnight) Maximum term to June 2025 (Parental Leave Replacement)
Reports to	Senior Manager, Homelessness Support Services

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We have been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We are there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We are proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

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

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Program Support Officer is responsible for day to day administration support; and reporting of brokerage from Homelessness programs in consultation with the senior manager, team leaders and program senior workers. It is an expectation that the incumbent will be confident to work autonomously, communicate effectively with all stakeholders, and foster excellent working relations.

2. Scope

Budget: nil

People: nil

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3. Relationships

Internal

- Program management and staff
- Uniting Administration and Finance teams

External

- Key partners
 - Community Service Networks
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4. Key responsibility areas

Program Support

- Coordinate, activate, reorder and reconcile the Emergency Relief gift cards, in consultation with Senior Manager
- Complete DSS Data Exchange Portal and Specialist Homelessness Information Platform (SHIP) data entry as required by Homelessness Team
- Provide support for homelessness leadership meetings, minute taking and distribution of the minutes
- Maintain archiving as required
- Undertake general administration duties
- Maintain oversight of program staff movement records and update the asset register when on-boarding and off-boarding staff

Finance management

- Use Excel and SHIP to keep accurate records of all brokerage fund payments and how they were spent
- Undertake brokerage reconciliation activities as required
- Provide assistance to Finance Team/Administration Team when there is an identified need and brokerage work is complete
- Support the Senior Manager and Homelessness leadership team to complete monthly and 6 monthly Brokerage SHIP Financial reporting requirements
- Submit COUPA requests as required

Quality and risk

- Update program information and brokerage pamphlets forms to reflect allocation and reporting or program changes
- Keep accurate files on all brokerage applications

People and teams

- Liaise with support workers, senior workers and team leaders in relation to expenditure of brokerage funds as per policy
- Liaise with Senior Manager Homelessness Support Services for weekly expenditure of brokerage

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.

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- Identify opportunities to integrate and work collaboratively across teams.
 - Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
 - Promote a positive safety culture by contributing to health and safety consultation and communication.
 - Promptly respond to and report health and safety hazards, incidents and near misses to line management
 - Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.
 - Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
 - Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation
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5. Person specification

Qualifications

- Certificate in Business Administration or at least 3 years' experience in administration (essential)
- Certificate IV Business Administration (desirable)

Experience

- Organisational skills with capacity to prioritise work, meet competing demands and timelines
- Demonstrated administrative experience in an office environment, with experience in word processing, spreadsheet and data base software packages, accounts payable and receivable, and data entry
- Excellent written and verbal communication skills and sensitivity in dealing with others
- Experience in a community services organization (desirable)

Core selection criteria

- **Values alignment:** to demonstrate and authentically promote Uniting's values.
- **Organisational skills:** excellent organisational skills
- **Numeracy skills:** well-developed numeracy skills and a high level of attention to detail and accuracy
- **Team work:** ability to work as a cooperative and collaborative team member
- **Computer skills:** sound computer skills, including demonstrated experience in Microsoft Office
- **Knowledge of client management systems / databases:** or the ability to quickly develop competency in use of such systems
- **Communication:** well developed communication and interpersonal skills
- **Professional integrity:** experience in handling sensitive information and maintaining privacy

Other requirements

- Legal eligibility to work in Australia
 - A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
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6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working with Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.
