

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:	Community Services
Reports to:	Program Manager or Area Manager
Position Purpose:	<p>To be the first point of contact for clients and visitors both face-to-face and over the phone, and fulfil a number of administrative tasks vital to the efficient running of the service.</p> <p>The Administration Officer will work to ensure a harmonious and effective work environment. This will involve building relationships internally and externally, adhering to compliance and administrative accountabilities, and creating a welcoming atmosphere for clients and staff.</p>

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

Key Result Area 1	Administration Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Manage the front office and reception area including taking phone calls, responding to queries, managing guests, supporting the management of appointment bookings, and overseeing the functioning of the reception area. • Complete a range of administration tasks including file management, coordination of incoming and outgoing mail/faxes and distribution, maintenance of staff records, petty cash, invoicing, logbooks and stocktake, to ensure the efficient running of the office and reception area. • Maintain a range of statistics and reports to support the work of programs including data entry and assisting in the production of reports as required by the leadership team. • Assist leadership team to prepare materials to support the development and administration of programs including correspondence, presentations, reports, contract compliance, meeting materials and files • Assist site staff in the completion of administration including training on admin processes, and general workload assistance to overcome backlogs • Support leadership teams to collate data to ensure all sites are up to date and prepared for reviews and audits • Maintain adherence and support with compliance of all internal and external policies and procedures including contractual obligations, OHS, Privacy and EEO 	<ul style="list-style-type: none"> • The reception area is managed efficiently with all face to face and telephone queries responded to in a timely and friendly manner. • All administrative tasks are completed accurately and within allocated timeframes, and the office is well stocked within set budgets. • Statistics and information are kept up to date and correct. • Support materials are prepared as needed and to set requirements. • Administrative support is successfully negotiated and completed in a timely manner. • Internal and external policy and procedure are adhered to. • The service area team is well supported to deliver the program

Key Result Area 2	Customer Service
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Build good relationship with heads of all business units, service managers and administration staff • Provide exceptional customer service to all internal and external customers • Provide response for incoming queries in a timely and professional manner • Respond to client queries at the front desk engaging the support of other service staff as needed • Assist clients by directing them to appropriate internal programs including professional, educational and personal services. • Schedule clients into appointments for programs as appropriate. • Refer clients to appropriate external services as needed. • Take every opportunity to enhance the image and knowledge of Mission Australia and its work and its values. • Maintain a high level of personal presentation • Provide practical support across sites eg shift relief 	<ul style="list-style-type: none"> • Daily operations run smoothly and cooperatively. Feedback is positive. • Client queries are responded to in an effective and timely manner. • Clients are directed to services in a friendly and efficient manner • Appointments are made for clients to services as necessary. • Clients are provided with advice on external services where possible. • Personal presentation meets job and OH&S requirements, and reflects the values of Mission Australia
Key Result Area 3	Client Harm Prevention & Harm Minimisation
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Comply with Mission Australia policies 	<ul style="list-style-type: none"> • Clients are provided with practical support

<p>and procedures and standards of practice relating to Client Safety, OH&S, Child Protection, Risk Management and Critical Incidents are adhered to.</p> <ul style="list-style-type: none"> • Comply with all applicable legislation (both federal and state) relating to harm prevention and harm minimization for client. • Fulfil duty of care obligations in relation to children, young people and adults interacting with Mission Australia. 	<p>to address safety concerns where necessary.</p> <ul style="list-style-type: none"> • Duty of Care obligations are upheld in situations where clients are being harmed or at risk of harm • Timely, accurate and factual reporting of child protection concerns is made to statutory authorities as required. • All internal and external electronic reporting systems are adhered to. • All paperwork is completed and correct and kept as required. • Ensure client confidentiality are established and adhered in accordance with best practice standards.
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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

- Strong knowledge of Microsoft applications particularly Word, Excel, Publisher, PowerPoint & Outlook.
- Excellent analytical, numeracy, written and verbal communication skills.
- Superior organisational and time management skills.
- Ability to work as part of a multi-disciplined work team.
- Current valid Driver's Licence.
- Personal effectiveness
- Team building
- Client focus
- Organisational awareness
- Results orientation

Key challenges of the role

- Prioritising in a fast paced environment
- Professional attitude and presentation at all times
- Building and maintaining positive working relationships with a variety of stakeholders

Compliance checks required

Working with Children	<input checked="" type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
Drivers Licence	<input checked="" type="checkbox"/>
Other (prescribe)	<input type="checkbox"/>

Approval

Georgina Snowball

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