

Position Description

Title	Program Administrative Support Worker
Business unit	Homelessness & Community Support
Location	188 McDonalds Road, Epping
Employment type	Full-Time, Maximum term until 12 September 2025
Reports to	Team Leader, Energy & Financial Literacy

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've 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're 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're 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

About the Energy Support and CareRing Programs

The Energy Support Program is a national program focusing on assisting residential households who are struggling to manage their energy bills. The team supports our clients with a range of education and advocacy work including tailored energy efficiency advice, assistance with accessing concessions and debt relief grants, support to set up affordable payment plans, access to cheaper energy deals, and other advocacy as required. The program works closely with some large energy retailer hardship programs to offer support to their customers in financial difficulty.

CareRing provides holistic over the phone support in the form of casework, financial counselling, energy literacy and an intake and assessment team to a national client base. CareRing is a partnership between financial institutions such as banks, utility companies and councils and Uniting Vic Tas to support individuals and families experiencing financial hardship and distress. Financial distress may occur due to mental health issues, family violence, homelessness, natural disasters or addiction. One of our service offerings is that of assessments and advocacy for our clients to access flexible funding options and packages related to their circumstances.

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1. Position Purpose

This role will provide administrative support to both the Energy & Financial Literacy and CareRing programs, ensuring that the administrative processes support the effectiveness of both programs.

The Program Administrative Support Worker works under the direction of the Team Leader – Energy & Financial Literacy and is an integral part of the Energy and CareRing teams. This role is a predominantly remote role with occasional office time required.

The purpose of the Program Administrative Support Worker is to effectively assist the Energy Program with administrative needs including initiating customer contacts, managing online and phone bookings, sending appointment reminders, answering queries from program clients, promoting the benefits of the program to new participants, liaising with funding partners where required, and supporting the Energy Advisors, Team Leader, and Senior Manager.

The Program Administrative Support Worker will also assist the CareRing program to manage brokerage payments for the program's clients and include other activities such as liaising with trades and businesses, processing brokerage payments and requests through Uniting's procurement portal and corporate card payment system, managing payments through a spreadsheet to ensure accurate monthly reporting for our funding partners, reconciling monthly payments for reimbursement from our funding partners, and supporting the CareRing team with progress updates for their clients requesting brokerage support.

The Program Administrative Support Worker will need to build a positive rapport with a wide range of people, ensuring they are adequately informed to follow through with appointment bookings, or updating them on the procurement of the brokerage goods and services provided.

The Program Administrative Support Worker will participate in regular supervision and will be required to present and discuss cases with the teams during regular meetings.

2. Scope

Budget:

nil

People:

Nil

3. Relationships

Internal

- Team Leader Energy & Financial Literacy
- Team Leaders, CareRing
- CareRing caseworkers, intake team and financial counsellors
- Energy advisors
- Finance and procurement teams
- Other Uniting Vic Tas. Staff

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External

- Team Leader Energy & Financial Literacy
- Team Leaders, CareRing
- CareRing caseworkers, intake team and financial counsellors
- Energy advisors
- Finance and procurement teams
- Other Uniting Vic Tas. staff

4. Key responsibility areas

Service Delivery

- Relate to people from a range of different backgrounds in a manner which is relevant and appropriate to their need as assessed when taking inbound or outbound phone calls.
- Promote the unique value proposition of the Energy and CareRing programs to each new participant.
- Obtain and record accurate information for client case files and organisational records within a person-centred active support framework.
- Manage online and phone appointments for the Energy Program ensuring accurate documentation and update Energy advisors as required.
- Set up SMS and email notifications to communicate with participants about their upcoming Energy Program appointments and following up with 'no shows' or cancelled appointments to ensure they are rebooked or closed.
- Determine clients' eligibility for the relevant services and referring potential clients to other more internal or external services if required.
- Appropriately report high-risk clients to supervisor for appropriate action.
- Refer participants to appropriate internal and external services as appropriate and provide after consultation with supervisor.
- Process brokerage requests in a timely manner utilising Uniting's Coupa system (online procurement portal) and updating appropriate spreadsheets with accurate and timely information to report back to our funding partners.
- Ensure supplier quotes meet the needs of Uniting's procurement processes and update 'New Supplier Forms' with relevant information to enable quick invoice processing.
- Create monthly data reporting on all brokerage requests and their status for each funding partner.

Reporting

- Closely monitor client and brokerage records ensuring they are up-to-date and meet quality standards and complete statistical and other information requirements in a timely and accurate manner.
- Ensure accurate, timely and effective communication and reporting processes are followed to meet the program needs.
- Ensure the collection of all relevant data in order to measure deliverables and continuously improve and evaluate the delivery of services, especially in the Energy Program.

Quality and Risk

- Contribute to the vision, strategic planning, and relevant policy development for the programs.
- Ensure compliance with relevant quality and safety professional standards.
- Foster and promote a continuous learning environment that responds to the needs of services.
- Identify and assist in the solution to any communication and workflow problems observed by suggesting improvements and enhancements to existing systems and processes in accordance with each program and Uniting procedures.

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- Identify and participate in personal development that ensures the continuing high delivery of services.
- Actively participate in regular supervision and annual performance plan reviews.

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.
- 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

5. Person specification

Qualifications

- Minimum level of Certificate IV in Community Services or similar

Experience

- Demonstrated ability and experience in working in a direct client contact environment, especially in a community service setting.
- Experience working in a frontline administration role, taking/making client calls and liaising with numerous stakeholders.
- Demonstrated knowledge of basic financial transactions and record keeping such as invoicing, financial spreadsheets and accounts processes is desirable

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Excellent organisational and time-management skills, including the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Highly developed verbal and written communication skills.
- Excellent interpersonal skills with the ability to work with a diverse range of people.

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- Strong computer skills including data management, spreadsheets, and client management systems.
- High levels of professionalism, confidentiality, discretion and the ability to adapt to changing work environments and requirements.
- Operates with a high level of individual integrity, responsibility and professionalism. Has the capacity to be a consistent and reliable role model within the team.
- Demonstrated experience of consulting and collaborating with other professions and networks to improve client outcomes.
- Proven track record in building and maintaining effective working relationships with a range of internal and external stakeholders.

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.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: