

Position Description

Title	Administration & Rostering Support Officer
Business unit	Youth Residential Services, Southern Melbourne
Location	Level 7, 280 Thomas Street, Dandenong
Employment type	Casual
Reports to	Team Leader Rostering and Workforce Management

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 position will provide administration and rostering support to the Rostering & Workforce Development team, Youth Residential Services staff and external stakeholders. The role holds a portfolio of administration and finance tasks and a key deliverable will be the completion of rostering requirements on a daily basis to ensure shifts are covered with appropriate staff, with minimal use of agency staff, and ensuring that relevant checks are completed for rostered staff across shifts from 7am to midnight daily.

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- Program management
- Rostering and workforce development team

Position Description

Administration & Rostering Support Worker

- CYF residential staff
- Finance team

External

- Labor Hire Agencies
 - Clients
 - Applicants
 - External agencies
 - Government funding bodies
-

4. Key responsibility areas

Service delivery

- Manage the staffing rosters for the Youth Residential Services Program
- Complete rostering requirements on a daily basis to ensure shifts are covered with appropriate staff with minimal use of agency staff and all relevant staff checks completed for rostered staff
- Deliver administration support services that meet all relevant performance and outcome indicators and recommend areas for improvement
- Perform customer service duties in an efficient, professional and courteous manner including operating the switchboard, referring callers or visitors to relevant staff and passing on messages in a timely manner and ensuring office areas are clean and tidy
- Provide efficient and friendly service to all people who call or present at the offices
- Provide system reports, as required and recommend areas for improvement
- Perform general administrative tasks including use of MS Office suite programs but not limited to mail duties, document management, project research and administrative support to programs
- Provide financial support which may include:
 - Accounts payable and receivable including client fees, spending and debtor follow up
 - Petty cash, banking and reconciliation
 - Database entry or financial reporting by the program
- Liaise with Uniting People & Culture team for new employee paperwork, variations, terminations and interview bookings
- Liaise with Uniting People & Culture team for police checks for staff/volunteers

Teamwork

- Promote and maintain a positive and collaborative team environment
- Develop and maintain working relationships with clients and key stakeholders

Communication

- Maintain comprehensive professional case files and client records, including data collection according to program requirements
- Articulate clear and persuasive messages about key issues when working with clients
- Actively listen and respond to clients with kindness and professionalism

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

Position Description

Administration & Rostering Support Worker

- 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

- Relevant administration or tertiary qualification or equivalent experience

Experience

- Desirable: Strong experience in an administration environment inclusive of rostering

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
 - **Team work:** willing to be proactive, help others, and contribute to the continuous improvement of a positive, collaborative and effective work environment
 - **Professionalism:** executes day-to-day activities in a positive, friendly, ethical, competent and enthusiastic manner
 - **Culturally aware:** promote, value and practice diversity in the workplace and in the community
 - **Client focused:** identify, prioritise and meet the needs of clients
 - **Communication:** well developed communication and interpersonal skills
 - **Time management:** ability to manage workloads and prioritise tasks
 - **Problem solving:** well developed problem solving skills
-

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. It is a condition of employment that all eligible workforce receive the COVID-19 vaccination and supporting evidence may be requested in order to perform duties at any of Uniting's workplaces.

Position Description
Administration & Rostering Support Worker



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