

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.</p> <p>We've learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate 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:	End homelessness and ensure people and communities in need can thrive.

Position Details:

Position Title:	Administration Officer
Division:	Service Delivery
Classification:	Administration Employee Mission Australia Service Delivery Enterprise Agreement 2016 - 2019
Level:	Level 4
Program:	Pilbara AOD and Mental Health programs
Reports to:	Program Manager – IPMHCS
Position Purpose:	To provide administrative support to the South Hedland Office to ensure the efficient running of the office and to be the focal point of contact for clients and visitors both face to face and over the phone.

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

Key Result Area 1	Reception and Office Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none">Provide general administrative support to the Pilbara Area Manager, Hedland based Program Manager and other employees.	<ul style="list-style-type: none">General administrative support is provided in a manner which demonstrates sound judgment, initiative confidentiality and sensitivity.Administrative tasks are completed in accordance with policy and procedures and

<ul style="list-style-type: none"> • Complete a range of administration tasks, including file management, coordination and distribution of incoming and outgoing mail (including general emails) , invoicing, management of log books, assistance with reporting data and word processing to ensure the efficient running of the program. • Assist in managing the front office and reception area including taking phone calls, responding to queries, managing guests and overseeing the functioning of the reception area. • Provide a primary point of contact for Mission Australia in Hedland, responding to customers (guests/staff/stakeholders) enquiries and engaging the support of other service staff as needed. • Arrange stakeholder meetings on behalf of the Area Manager and Program Manager and provide support to other staff with regard to community/stakeholder meetings. • Booking of travel arrangements as requested. 	<p>are completed accurately and within allocated timeframes.</p> <ul style="list-style-type: none"> • Reception duties are performed in a friendly and professional manner and the reception area is managed efficiently. • Clients are treated with dignity and respect and a polite and friend manner. • Meetings are arranged in a timely manner, ensuring appropriate resources are available and organising, venue, catering etc. • Travel and accommodation arrangements are made to meet the needs of the employees and in accordance with the organisation's policies and procedures.
Key Result Area 2	Administration Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Complete processing of financial transactions as required, including purchase orders and accounts payable. • Ensure the registration, safe-keeping and archiving of all staff, client and program records such as log books and files, including paper and electronic filing. • Ensure all staff and volunteer compliance checks are completed as per funding guidelines and internal policies and procedures. 	<ul style="list-style-type: none"> • Accurate recording and processing or transactions within designated timeframes. • Accounts payable maintained accurately and in a secure fashion, in accordance with MA policies and guidelines. • Organised systems are in place for filing and files are stored securely and in a timely manner. • Checks and renewals are completed accurately and within allocated timeframes. • Office stationery is available as needed and purchases are within budget. Equipment is purchased in line with MA policies and

<ul style="list-style-type: none"> Order equipment and stationery and maintain the office inventory of assets as directed. 	<ul style="list-style-type: none"> guidelines and with permission from Program Manager and/or Area Manager. Regular audits of assets/inventory are conducted to ensure vehicles and IT equipment are appropriately allocated and changes recorded.
Key Result Area 3	Relationship Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Work collaboratively with members of the Hedland based teams, promoting a harmonious working environment. Work collaboratively with Administration Offices in other locations, including Karratha, Newman and Perth to promote consistent quality service to clients and staff. Develop and maintain relationships as appropriate with staff members of enabling functions, including finance and human resources to promote the efficient administration of the Hedland office. 	<ul style="list-style-type: none"> Good working relationships are developed and maintained with staff in Hedland, across the Pilbara and within State and National office.

Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.

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 (e.g. 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.
- Contribute to an organisational culture that promotes Mission Australia's commitment to the safety and wellbeing of all children and young people.
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Demonstrated experience in an administrative role providing general administration support to a Manager and/or team of employees.
- Demonstrated experience working with financial systems including accounts payable.
- High level of computer literacy including Microsoft Office packages.
- A high level of organisational ability including the ability to develop administrative processes that meet the needs of the business.
- Strong communication skills and the ability to liaise effectively with clients from Culturally and Linguistically Diverse communities and Aboriginal and Torres Strait Islander people.
- Strong customer focus and the ability to run an efficient reception area.
- The ability to apply initiative and problem solve.
- Strong attention to detail and previous experience coordinating travel arrangements.
- Ability to manage time effectively.
- The ability to work effectively in a team.
- Experience in, or willingness to work in a remote location.
- Senior First Aid Certificate or willingness to obtain.

Key challenges of the role

- The ability to create effective and organised administrative processes which ensure proper and efficient completion of tasks.
- The willingness and ability to live and work in a remote location.

Compliance checks required

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

Approval

Linda Richardson



31 May 2021

Manager name

Approval date