

Position Description

Title	Administration Assistant
Business Unit	Curran Place, Residential Withdrawal AOD & Mental Health
Location	164 Banksia Street, Ivanhoe
Employment type	Part time, Ongoing
Reports to	Manager, Curran Place

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

1. Position purpose

This position contributes to the provision of a safe and hospitable environment for clients voluntarily seeking withdrawal from the acute use of alcohol and/or other drugs by:

- To support the team at Curran Place by creating a welcoming reception environment and providing administrative services and support to ensure the efficient running of the office.

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- Manager, Senior RN and Registered nurse on shift
- AOD workers, Education and Activities workers, childcare workers and family workers

External

- Visiting clinicians from Maternal and Child Health Services, Mercy Hospital, Royal Women's Hospital

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- External group facilitators

4. Key responsibility areas

Administration tasks

- Welcome clients and facilitate administration related aspects of client admission.
- Ensure processes and procedures are followed and maintained as per operating manuals for data entry and reporting.
- Ensure data entry is completed in a timely manner and in line with reporting requirements of Department of Human Services.
- Provide administrative support for the continuous improvement of processes, including internal audit, stakeholder feedback, validation and review.
- Ensure data is managed in line with organisational records management Procedures.
- Provide administrative, data entry, and technical support to staff at Curran Place.
- Provide excellent customer service to clients at, and visitors to, Curran Place.
- Maintain client confidentiality whilst responding promptly and courteously to telephone enquiries.
- Act as a point of contact for rediCASE issues and provide training and assistance when required.
- Demonstrate high level team behaviours, communication skills and outstanding conduct toward residents of the program.

Facilities

- In collaboration with the Manager, provide staff induction including local procedures and ensuring new starter paperwork is returned to Human Resources.
- Oversee the food ordering management and relationships with suppliers.
- In collaboration with the manager, communicate with suppliers and contractors for building related issues

Quality and risk

- Contribute to the achievement of quality improvement, both in terms of individual and program performance by encouraging an environment where high quality work is achieved and supported by the adherence to/development of quality systems documentation
- Adhere to and keep informed of all relevant legislative compliance requirements, and report any perceived breaches, risks, hazards, incidents and complaints to line Manager or other appropriate person.
- Undertake other duties as directed by Manager, Senior Nurse and Registered nurse, Curran Place.

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

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- 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. Performance indicators

- TBC

6. Person specification

Qualifications

- A Certificate III in Business Administration (Desirable, but not essential)
- Previous experience in a relevant industry, service or an equivalent level of expertise and experience to undertake the range of activities required.

Experience

- Experience working with a diverse group of people.
- Intermediate IT skills in a wide range of software applications in particular, Microsoft Office Suite (Word, PowerPoint, Publisher, Outlook and Excel)
- Experience working as a member of an administration team
- Ability to work with bespoke databases and confidential client information

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.
- Good oral and written communication skills and the ability to handle difficult and distressed clients in a calm, tolerant and non-judgemental manner and the ability to work with all levels of staff.
- Demonstrated capacity to show initiative and to work appropriately with limited direction.
- Demonstrated understanding of the need for confidentiality of sensitive information.
- Ability to effectively prioritise work activities and meet deadlines.
- Good word processing and keyboard skills with exposure to the Microsoft Office Suite of programs.
- Proficiency in the use of general office equipment, e.g. photocopier and fax.

7. 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.

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

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8. Acknowledgement

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

Employee

Name:

Signature:

Date: