

## Position Description

<b>Title</b>	Administration Officer – Carer Services
<b>Business Unit</b>	Carer Services
<b>Location</b>	As per employment agreement
<b>Employment type</b>	Full-time   Ongoing
<b>Reports to</b>	Service Coordinator Carer Services

### 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

The role of the Administration Officer is to provide support to teams and programs as required, by performing a wide range of administrative and customer service tasks. This includes acting as the liaison between teams, vendors, and accounts payable, trouble shooting and resolving invoicing issues and undertaking other administration processes and functions.

It is an expectation that the incumbent will be confident to work and communicate effectively with all stakeholders and foster excellent working relationships at the site where they are located.

### 2. Scope

**Budget:**

*nil*

**People:**

*nil*

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### 3. Relationships

#### Internal

- Managers
- Team Leaders
- Carer Services team members
- Finance and Accounts Payable team
- Other Uniting employees and program areas as required

#### External

- Consumers
  - Vendors & Suppliers
  - Consortia lead agency, other providers and partners
  - Commonwealth, State and Local Government departments as required
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### 4. Key responsibility areas

#### Service delivery and Administration

- Liaise with Vendors/Suppliers to ensure prompt and accurate invoice processing occurs.
- Assist Carer Service teams to ensure Purchase Orders are completed correctly for matching after service delivery and processed in a timely manner.
- Register clients into Procura, complete scheduling, process Purchase Orders, ensure that missing information has been completed.
- Assist in the general administration of the organization such as working the switchboard at peak times.
- Assist with initiating service delivery through contract commencement, maintenance, and escalation to procurement, with service providers, suppliers and counsellor.
- Where required assist with scheduling appointments for service and support delivery for Carer Services staff.
- Liaison with external organisations such as the consortia lead agency, other providers, and governments department.
- Support Care Managers and Assessment and Planning Officers with administrative tasks as directed by Service Coordinator.
- Other duties as directed by Service Coordinator.

#### Finance

- Review and respond to Accounts Payable queries, action and resolve where required.
- Liaise with Accounts Payable on Vendor Statement Reconciliations.
- Update Procura and DC2Vue for incorrect service entries on client schedules.
- Verify service entries in Procura and DC2Vue against invoices received.
- Investigate invoices that cannot be verified.
- Identify systemic issues with ongoing mismatch of invoices.
- Work with Managers and Team Leaders to ensure all work is completed within the required timelines.
- Generate reports for service verification and fee schedules and provide to Managers and Team Leaders.
- Work with Team Leaders and Program Manager to improve the quality of data entered into Procura and DC2Vue.
- Submit Procura and DC2Vue reports/Invoices to AP for processing of payment.
- Provide guidance and support to Carer Services staff as required for the completion of administration tasks.

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- Print and file all invoices received.
- Escalate to Team Leaders any issues with services on client schedules that may be ongoing or incorrectly entered.
- Extract download file of verified services from Procura and DC2Vue.
- Develop and distribute Client Welcome Packs for Programs.
- Preparing Team meeting agendas and minutes when required.

#### Quality and risk

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety).
- Identify, report, manage and respond to emerging issues in an appropriate and timely way.
- Contribute to and promote a positive safety culture by taking reasonable care for your own and other's health and safety.

#### People and teams

- Support team members by sharing your knowledge and fostering a positive, collaborative environment.
- Work positively and professionally with Uniting colleagues.
- Contribute positively to a team culture that embraces:
  - exceptional customer service to all stakeholders, continuous quality improvement and peer support and development.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships

#### 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.

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## 5. Person specification

### Qualifications

- No qualifications specified

### Experience

- Demonstrated experience in an administrative role (essential)
- Experience in providing highly effective administrative support in a busy environment.

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- Experience in a human services organisation is desirable.
- Managing telephone and online customer service and supplier queries.
- Computer skills should include web-based software and Microsoft Office applications including Word, Excel, PowerPoint and Smartsheet.
- Experience using client data bases and business management programs i.e. Procura, DC2Vue, Microsoft Dynamics 365, Coupa, NabConnect

#### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values respect the uniqueness and value of every individual; establish and maintain right relationships that enable people to be influential in their own support arrangement and ensure they are treated with dignity and respect; build on strengths and abilities of all; demonstrate transparency and accountability
- **Consumer Centeredness** – foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrates an awareness of and prioritises the needs of consumers; focuses on optimal outcomes for consumers
- **Teamwork:** cooperates and works well with others in pursuit of team goals; collaborates and shares information; shows consideration, concern and respect for others feelings and ideas; accommodates and works well with the different working styles of others; encourages resolution of conflict within the group; willingness to be proactive and help others; contributes to the continuous improvement of a positive, collaborative and effective work environment
- **Administrative skills:** Excellent organisational skills; High level of attention to detail and accuracy; experience in handling sensitive information and maintaining privacy; knowledge of Client Management Systems / Databases or the ability to quickly develop competency in use of such systems; high level computer literacy skills including demonstrated experience in Microsoft Office; well-developed literacy and numeracy skills
- **Communication:** Strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills

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## 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.**

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## 7. Acknowledgement

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

### Employee

Name:

Signature:

Date:

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