

Position Description

Title	H2H Administration Worker
Business Unit	Homelessness
Location	Gippsland location as per employment agreement
Employment type	Full-time Maximum Term to 30 September 2022
Reports to	H2H Team Leader

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 H2H team, lead by the Team Leader, is responsible for responding to the needs of community members experiencing homelessness, by providing property services and wrap around supports to consumers accommodated in motels through Covid-19 global pandemic.

The H2H Administration Officer will provide high level administration support to the H2H team and wider Gippsland Consortium.

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

2. Scope

Budget:

nil

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People:

nil

3. Relationships

Internal

- H2H Team
- H2H Team Leader and Senior Manager Children, Youth and Families
- Uniting H2H Consortium
- Uniting employees

External

- Department of Health and Human Services
 - Local Community Services delivering programs suitable for consumer referral and support
 - Multiple Relevant community stakeholders
 - Aboriginal Controlled Community Organisations
 - AOD, Clinical Services, Mental Health etc
 - Other government departments as relevant
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4. Key responsibility areas

Program Administration

- Provide exceptional customer service to clients, consumers, community members, staff, volunteers and stakeholders
- Maintain office systems necessary for effective, efficient and accountable administration including but not limited to assisting with reporting requirements
- Maintain program database to ensure tracking of program expenditure and resources
- Ensure all administrative and reporting requirements of the programs are completed and submitted to program manager for submission to relevant organisation within the appropriate timeframe
- Provide administration support and data entry to client management systems and databases and update forms to reflect changes in program data as required
- Manage and coordinate program compliance requirements
- Maintain file registers and centralized filing systems as required
- Provide support for meeting and functions including invitations, room bookings, catering, agendas and minutes
- Undertake general administration duties including but not limited to filing, managing correspondence, managing and ordering office supplies, photocopying, printing and preparing reports or letters
- Assist to maintain up to date program processes and procedure documents
- Assists the H2H team with the preparation of data collection and evaluation processes
- Other duties as directed

Team Work

- Maintain enthusiasm and understands own role in achieving organisational mission

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- Openly share information, participate and contribute to team discussions
- Consider the views of others and actively support group cohesion
- Participate actively in staff meetings and supervision and share information to improve the work environment and client outcomes

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.

5. Person specification

Qualifications

- Certificate in Business Administration or relevant experience (desirable)

Experience

- Demonstrated experience in general administration roles (essential)
- Experience in financial administration (desirable)
- Experience in a human services organisation (desirable)
- Demonstrated ability to set priorities, meet deadlines, work with minimal supervision and under pressure
- Ability to problem solve and effectively manage feedback

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

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- **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

Other Requirements

- Legal eligibility to work in Australia
- Current Australian Driver’s License
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current working with Children check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

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 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	Manager
Name:		
Signature:		
Date:		