

Position Description



Title:	Program Support Officer
Business unit:	Child FIRST, Southern Melbourne
Location:	Primarily based at Uniting's Narre Warren office, but may work from other sites as required.
Employment type:	Part time (30.4 hours per fortnight) Maximum term until 30 June 2021
Reports to:	Manager – Child FIRST and Family Violence Services

About Uniting

Uniting works 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.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (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

Position purpose

The Program Support Officer position is responsible for reception, office administration, financial tasks and program support. The role is responsible for the efficient day to day running administration of the site at which they are located.

The position works as part of an Administrative Team reporting to the Manager of Child FIRST and Family Violence Services. The southern region operates administrative services from the following six sites: Cranbourne, Dandenong, Doveton, Narre Warren, Pakenham and South Melbourne. While initially based at one site, employees may be required to work from other sites from time to time to cover leave.

It is an expectation that 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.

Scope

Budget: nil

People: nil

Relationships

Internal:

- Program management and staff

External:

- Clients
- External alliance partners
- Members of the public

Position Description

Program Support Officer



Key responsibility areas

- Reception**
- Provide reception coverage and backup as required, maintaining a reception space that is welcoming and inclusive for clients, visitors and staff.
 - Provide a positive initial contact and assistance when receiving enquiries by telephone or face to face.
 - Manage the flow of telephone calls and messages to staff in a timely way.
 - Open and close reception each day.
 - Maintain visitor and staff movement records.
- Office administration**
- Undertake general administrative duties including but not limited to filing, managing correspondence, managing and ordering office supplies, photocopying, printing, and binding.
 - Maintain office systems necessary for effective, efficient and accountable administration and provide orientation to new program staff on office systems.
 - Assist with the maintenance of file registers and centralized filing systems, as required.
 - Provide support for meetings including invitations, room bookings, catering, agendas and minutes.
 - Schedule maintenance, servicing and cleaning of fleet vehicles, collate paperwork associated with accidents and provide trouble shooting for vehicle bookings.
 - Maintain archiving on an annual basis.
 - Other duties as required.
- Site**
- Assist in managing site issues in liaison with Uniting property and fleet management services, including maintenance and cleaning of the building, security alarms, vehicles and equipment and replacement of equipment.
 - Identify and alert management to any site related issues requiring attention
 - Preparation and distribution of site meeting minutes and agendas.
- Finance**
- Petty Cash maintenance and reconciliation.
 - Handling invoices and liaising with Uniting finance department.
 - Prepare end of month reports.
 - Ensure client brokerage records are accurate and reconciled.
- Specific program support**
- Provide information and orientation to clients.
 - Confirm initial eligibility requirements of clients.
 - Process referrals, including from police and child protection.
 - Provide administrative support to client management systems and databases and update forms to reflect changes in program data as required.
 - Manage documents related to client legal proceedings as required.
 - Liaise with alliance partners regarding reporting requirements and client brokerage.
 - Provide orientation of program specific systems to program staff.
- 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).

Position Description

Program Support Officer



- 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.

Person specification

Qualifications

- Certificate in Business Administration or relevant experience (desirable)

Experience

- Demonstrated experience in administrative roles (essential)
- 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
- Excellent organisational skills and with strong attention to detail and accuracy
- High level of attention to detail and accuracy
- Well-developed numeracy skills
- Ability to work as a cooperative and collaborative team member.
- Excellent interpersonal and communication skills across a broad range of stakeholders.
- Knowledge of Client Management Systems / Databases or the ability to quickly develop competency in use of such systems
- Experience in handling sensitive information and maintaining privacy
- High level computer literacy skills including demonstrated experience in Microsoft Office.

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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) 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.

Approved by: Group Manager	Page 3 of 3	Division: South & East Victoria
Date Approved: April 2021	Printed copies of this document are not controlled.	Next Review Date: Annual PDP Review