

Position Description

Title	Program Administration Support Officer
Business Unit	Family Violence Intervention Program Children, Youth and Families
Location	Shepparton
Employment type	Full Time, Maximum Term (Until June 2022)
Reports to	Team Leader, Men's Behaviour Change Program

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

- To provide administrative support to the Men's Behaviour Change Program
- To follow up with phone calls and contact for group participants
- To provide back up and support for the Intake Administration worker where required

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- Leadership Team
- Men's Behaviour Change Practitioners
- Family Safety Contact Workers
- Intake Administration Worker

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External

- Court Services Victoria
- Department Families Fairness and Housing
- Corrections Victoria
- The Orange Door

4. Key responsibility areas

Service delivery

- Undertake group follow up with participants
- Support with intake calls where required for backup

Administration

- Maintain accurate program data entry and update data bases and spread sheets where required
- Assist in the coordination, administration and tracking of Men's Behaviour Change Groups within the Program
- Provide backup support for Intake/Administration
- Using court issued templates complete and provide documents and letters for group participants checking attendance data as required.
- Provide administrative support to a variety of initiatives as directed by the Senior Manager
- Assist with the preparation of quarterly reports by collating group data
- Ensure documentation is up to date and completed within appropriate timelines

Quality and risk

- Support practitioners if required with auditing and quality procedures uploading any required data.
- Contribute to the development of administration systems, data bases, procedures, checklists, proformas to support Group work, assessments, and the provision of services
- Effectively contribute to the provision of services for women and children attached to the program
- Ensure procedures are conducted in line with the Men's Behaviour Change Standards

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

Experience

- Extensive experience in an office environment with exposure to reception and broad administration duties
- Proven experience in a wide range of administration tasks
- Proficiency in the use of Microsoft Office
- Experience in the community sector, social work or other Not for Profit sectors is highly regarded

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.
- Proven experience and a High level of proficiency in Microsoft Office Programs in particular Excel and Word.
- Well-developed time management, planning, and organisational skills and capacity to multi-task
- Demonstrated experience in dealing with clients presenting with a range of challenging issues.

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.

7. Acknowledgement

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

Employee

Name:

Signature:

Date: