

Position Description

Title	Program Support Officer
Business unit	Child, Youth & Families - Western
Location	Primarily based at Uniting's Horsham office, with work from and travel to other locations as required
Employment type	Full Time Ongoing
Reports to	Senior Manager Child Youth & Families

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 Program Support Officer position is responsible for office administration, financial administration and program support. The position is responsible for the efficient day to day administration of the Child Youth & Families Programs.

It is expected 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.

2. Scope

Budget: Nil

People: Nil

Position Description

Program Support Officer

3. Relationships

Internal

- Program management and staff

External

- Clients
 - External alliance partners
 - Members of the public
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4. Key Responsibility Areas

Office Administration

- Undertake general administrative duties including but not limited to filing, managing correspondence, 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 centralised filing systems, as required
- Maintain archiving
- Other duties as required

Finance

- 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 administrative support to client management systems and databases and update forms to reflect changes in program data as required
- Liaise with alliance partners where required, 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)
- 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

Position Description Program Support Officer

5. 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, and 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
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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.

7. Acknowledgement

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

Employee

Name:

Signature:

Date: