

Position Description

Title	TADPAC Workflow Assistant
Business unit	TADPAC / Social Enterprise / Partnerships, Training & Enterprise
Location	98 Grove Rd, Glenorchy, Tasmania
Employment type	As per employment agreement
Reports to	TADPAC Disability Services Coordinator

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

TADPAC is a disability social enterprise and a leading provider of digital printing solutions, specialising in high-quality, customizable print products for businesses and individuals. With cutting-edge technology and a commitment to exceptional customer service, we have established ourselves as a trusted partner in the digital printing industry.

The Workflow Assistant supports the entire operations of the program to ensure the smooth customer experiences, collaborating with the production team to ensure timely and high-quality products and deliveries. The role works alongside our supported employees supporting training and production (Supported employees have a disability).

The role reports to the Disability Services Coordinator and works alongside the Sales, Print, Bindery Officers and Supported Employees. The tasks for this role will vary regularly and will be defined each day by the production team in our daily production meetings.

2. Scope

Budget: nil

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People: nil

3. Relationships

Internal

- TADPAC Employees
- Service Delivery teams
- Support Services teams
- Partnerships, Training and Enterprise Employees

External

- TADPAC Customers and Suppliers
-

4. Key responsibility areas

Administration and Customer Relationships

- Learn and maintain basic knowledge of "Printer's Choice" software, ensuring records are correct.
- Nurture strong, long-lasting relationships with existing and prospective clients.
- Act as a point of contact for clients, addressing their needs and inquiries promptly.
- In collaboration with the production team support the Sale and Admin Officer with any other duties as required.

Print, Bindery and Dispatch

- Engage and assist supported employees to complete tasks and develop skills.
- Learn and stay up to date with TADPAC's latest bindery machinery and equipment.
- Support the process of packing, dispatch and delivery as directed by the Bindery Officer.
- Assist the production team with scheduling and maintaining workflow.
- Learn and stay up to date with TADPAC's latest digital printing technologies and products.
- Ensure job requirements are met by following job tickets and reporting for the production team.
- In collaboration with the production team support the Bindery and Print Officer with any other duties as required.

People and teams

- Collaborate closely with the production team to ensure timely and high-quality delivery of orders.
- Work closely and inclusively with supported employees.
- Contribute to an engaged and productive team.
- Provide support, and empowerment to the team.
- Undertake regular supervision and performance review with your line manager, providing feedback to promote collaborative working relationships.
- Promote and maintain a positive, respectful, and enthusiastic work environment.
- Engage with team members authentically, ensuring the highest level of professional conduct in alignment with Uniting's values.

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.

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- 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.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Performance indicators

- Customer orders are received in a timely manner.
- Production Team is supported to work to best practice.
- Support Employees are engaged in work practice.

6. Person specification

Experience

- Background is in sales or a customer facing role (preferable).
- Strong interpersonal and communication skills (essential).
- Experience in working with vulnerable people (preferable).
- Basic knowledge of digital printing technologies and processes (preferable).
- Proficiency in using basic digital and software systems (e.g. MS Suite) (essential).
- Self-motivated, results-oriented, and able to work independently (essential).
- Australian drivers' licence (essential)

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.

Personal and professional Accountability

- Operates professionally and within the boundaries of the organisational processes and legal and policy constraints, advocating Uniting's strategic directions and ensuring resources are fully employed.

Communication and engagement:

- Highly developed interpersonal and communication skills with an ability to build positive and effective relationships with key stakeholders both internally and externally.

Change and Resilience:

- Deals positively with uncertainty, coping effectively in a complex environment, is able to make decisions and support others through periods of change.

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Outcomes focused:

- Ability to be strategic and able to implement processes and initiatives aimed at getting the best outcomes for both our customers and the business.

Leadership and Teamwork:

- Leads by example, fostering open, respectful dialogue and has ability to build highly effective teams.

Sustainable business practice:

- Ability to work within budget constraints, to utilise existing resources to maximise impact and utilise initiative to drive service improvement.

Cultural Safety:

- Actively promotes reviews of operations and working environments for increasing compliance with external cultural safety compliance and accreditation standards.

7. 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.

8. Acknowledgement

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

Employee

Name:

Signature:

Date: