



Position Description

Position Title:	Operations Administrative Assistant
Reports to:	COO
Department:	CORE
Position Type:	24 month contract position 1 FTE
Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 Community Development Worker SCHADS Level 3.3

About VMIAC

VMIAC is the peak Victorian non-government organisation for people with lived experience of mental health or emotional issues. VMIAC provides individual, group and systemic information and advocacy along with specialist peer support, research and evaluation, education and training.

Our vision is a world where all mental health consumers stand proud, live a life with choices honoured, rights upheld, and these principles are embedded in all aspects of society.

www.vmiac.org.au

Position overview

The Operations Administrative Assistant will provide Administrative support to the Chief Operating Officer and the Finance and Quality Manager. The Operations Administrative Assistant will support all operations functions of the organisation, including basic finance support, accreditation support and other administrative duties as directed.

THIS IS A LIVED EXPERIENCE, CONSUMER POSITION:

Applicants must have lived experience of mental health problems or emotional distress and of being a consumer of mental health services.

Support and development

VMIAC will provide regular supervision and mentoring to the person in this role. All VMIAC roles include training and development opportunities, which can include the development of leadership and other required skills and attendance at conferences.

Working Relationships

Internal	External
CEO	Mental health and NDIS services
COO	Consumers and consumer groups
Finance and Quality Manager	Community organisations
Rest of Team VMIAC as required	

Specific Responsibilities

Administrative Support

- Organize and schedule appointments
- Plan meetings and take detailed minutes
- Write and distribute email, correspondence memos, letters, faxes and forms
- Assist in the preparation of regularly scheduled reports
- Develop and maintain a filing system
- Update and maintain organisations policies and procedures
- Order office supplies
- Maintain contact lists
- Book travel arrangements
- Provide general support to visitors
- Provide support to reception including answer and direct phone calls

Finance support

- Process accounts payable & receivable transactions into MYOB
- Enter invoices in MYOB
- File invoices and payment documentation
- Weekly EFT payments
- Process petty cash
- Support Finance and Quality Manager
- Assistance with payroll as required

Quality and Safety Support

- Provide administrative support to accreditation activities
- Update policy & procedures as required

Teamwork

- Support the Implementation of strategic projects as directed
- Attend monthly staff meetings
- Contribute to the team meetings and other forums as appropriate providing information and feedback;
- Embrace the Code of Conduct working to create a safe, supportive and happy workplace;
- contribute to Workplace Health and Safety by taking reasonable care for personal health and safety and that of others in the workplace; raising suggestions and concerns as they arise to ensure a safe work environment for employees, consumers and visitors.
- Complete tasks as assigned and requested by management.

Summary of Key Result Areas

Key Result Areas	Key Performance Indicators
Administrative	<ul style="list-style-type: none"> All materials produced meet legal and ethical requirements and VMIAC standards Required reporting meets designated timeframes
Finance	<ul style="list-style-type: none"> Process of data entry into MYOB is done in timely manner Maintain a high level of accuracy of data entered
Quality and Safety	<ul style="list-style-type: none"> All materials produced are of a high standard and reflect VMIAC guides
Teamwork and Communication	<ul style="list-style-type: none"> Reflect VMIAC values in supporting a collaborative work environment Maintain open communication and active support in achieving shared goals

Skills, Competencies, Behaviours and Requirements

Essential licence, qualification or registration requirements

1. Lived experience as a consumer of mental health services
2. A current Victorian Driver's Licence and is prepared to travel for work purposes
3. Current Police Check and Working with Children Check

Essential skills, competencies and behaviours

- Higher level IT knowledge and skills including Word, Excel & MYOB.
- Experience of working and communicating with a diverse range of people, including those with cultural and linguistic diversity and LGBTI communities.
- Outcome focused with considered initiative and commitment to quality customer service.
- Demonstrates an open, collaborative and positive approach with ability to develop good relationships.
- Demonstrates a dedicated work ethic and role models a responsive and flexible "can do" attitude.
- Organised with effective prioritisation and planning of work, to meet deadlines.
- Strong written communication and administration skills meeting reporting requirements.
- Demonstrates a strong commitment to social justice and social inclusion.
- Demonstrated ability to apply legislation, policies and guidelines.
- Ability to work both autonomously and within a team; accessing appropriate consultation, mentoring and supervision.

Non-essential requirements

- Relevant certificate or degree qualifications, e.g., in management, health, education or community development

Equipment:

- Use of company vehicle for business purposes

Special Conditions:

- Rural travel outside core business hours is inherent in VMIAC roles and is required state-wide to meet with service providers, agencies and communities.

Employee Signature: _____ Date: ____/____/____

CEO Signature: _____ Date: ____/____/____