

Position description

Title	Administrative Assistant, Family Violence
Reports to	Team Leader, Family Violence
Classification & Salary	SCHCADS Level 4 (plus super and salary packaging)
Employment Status	Part Time. 4 hours per day Mon-Frid.
Primary Location	Bayside Peninsula
Date	May 2021

Good Shepherd Australia New Zealand (GSANZ)

Our strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

The Administrative Assistant provides comprehensive reception and administrative support that contributes to the efficient operation of the Good Shepherd's accommodation program.

This role works closely with the service delivery team of case managers, therapeutic practitioners and support workers to support women and children who have experienced family violence and entered refuge or crisis accommodation.

The role is varied and dynamic, dealing with all elements of facilities management, office administration and customer service.

Key Responsibilities

- To provide high quality site reception services and administrative support to staff and clients, including reception and telephone duties and responding to email and in person enquiries with a high level of professionalism and respect
- Ensure client confidentiality is maintained at all times and that the site locations remain secure
- Develop and maintain administrative systems and infrastructure that support the direct service delivery team in all aspects of administrative, data entry and clerical duties as required, which may include record keeping, filing, reconciling petty cash, banking, rent management, purchasing, cab charge and invoices etc.
- Provide meeting support – minutes, meeting papers etc in a timely manner
- Provide support to facilities and procurement on related issues, such as property and equipment maintenance, maintaining security, managing fleet vehicles, arranging mobile phones and office equipment, purchasing office and household items and managing ad hoc emergency matters as required
- Coordinate and liaise with site contractors
- Facilitate site related OHS and compliance activities and maintain OHS schedule
- Assist with the development of staff roster
- Arrange the setting up/catering/packing up for organization events, such as program activities, meetings, training sessions etc.
- Provide high quality assistance in the preparation of confidential, complex reports and documents as required
- Assist with the organisation of staff or client travel requirements
- Identify opportunities to improve the efficiency and effectiveness of site administration
- Ensure sites adhere to relevant policies and procedures
- Participate in regular team and other meetings as required
- Attend Good Shepherd sites as required for orientation, training, meetings etc.
- Manage own role and responsibilities in a varied work environment
- Other duties as required

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
 - Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own
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practice

- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements

- Qualification in admin preferred
- Demonstrated experience in reception and/or facilities support, with a minimum of two years in a similar role
- Excellent customer service and communication skills
- Demonstrated administrative and organisational skills
- Ability to manage difficult situations
- Knowledge and understanding of MS Office programs; ability to develop and maintain spreadsheets and data bases accurately; and experience using web-based software to manage client and other information
- Attention to detail; ability to multi-task and prioritise; and adept at problem solving
- Proactive with a positive and practical attitude
- Current Victorian driver's licence
- A satisfactory police check
- A current Employee Working with Children's Check (WWCC)

Key Selection Criteria

1. Demonstrated communication skills across a range of mediums
2. Excellent administrative and organisational skills
3. Experience working in a dynamic environment with a range of people
4. Ability to manage competing demands and identify key priorities

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

The above requirements will need to be supplied and verified prior to commencement

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.