



# Position Description

## Program Administrator

**Wesley Brighter Futures**

April 2021

### Agreement

\_\_\_\_\_  
Signed – Manager

\_\_\_\_\_  
Signed – Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date





# Program Administrator

## Wesley Brighter Futures

### 1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unflinching integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials

Our position descriptions and performance plans are aligned with these four key result areas.

### 2. Overview of Wesley Brighter Futures

Brighter Futures is funded by the NSW Department of Communities and Justice and is delivered across the state by non-government agencies including Wesley Mission. Brighter Futures delivers targeted, early intervention services to vulnerable families with children experiencing difficulties and at risk of entering or escalating within the statutory child protection system. The program provides services to families with at least one child aged under 9 years, or families expecting a child, by providing intervention and support that will achieve long-term benefits for children.

The Wesley Brighter Futures team is responsible for providing a professional culturally appropriate, child centred, family focused, trauma informed and strengths-based program. Brighter Futures’ tailored support services aim to build strong well-functioning families where children can live safe from abuse and neglect and have improved wellbeing outcomes. Tailored services include: case management, casework focused on parent vulnerabilities, structured home visiting, quality children’s services, parenting programs and brokerage funding. The service aims for:

- children to:
  - grow up in a safe, nurturing family environment
  - have enhanced health and education measures of wellbeing
- parents to:
  - have the skills to reduce the risk of neglect or abuse of their children



- understand how to foster healthy development and resilience
- know how to access the support networks and the universal services available in the community
- develop the skills to manage vulnerabilities that contribute to risk.
- By applying targeted support, the Brighter Futures program aims to reduce:
  - the overall incidence of child abuse and neglect in the community.

### 3. Overview of role

The role of the Program Administrator is to:

- be part of a team providing a professional and collaborative child centred and family focused early intervention service to children and families to prevent issues escalating further which might put them at risk of entering the child protection system,
- to provide administrative support to the Brighter Futures team in a professional and respectful manner and within deadlines,
- uphold the practice principles of the Brighter Futures Program,
- be an active, cooperative member of a multidisciplinary team to ensure the effective and efficient running of administrative functions of the Brighter Futures teams,
- contribute to a creative and positive workplace culture with a focus on providing service to children and families,
- support Wesley Mission in providing a total service to the community.

### 4. Relationships

Reports to: Brighter Futures Program Manager

Other key stakeholders: Other Wesley Brighter Futures team members, and with the NSW Department of Communities and Justice, Government and Non-Government agencies involved in the provision of services to Brighter Futures families.

### 5. Major role responsibilities

#### 5.1 Our clients

- Record and maintain client information in the databases
- Be a strong ambassador for the Wesley Brighter Futures team

##### 5.1.1 Performance Measures

- key relationships are functioning well
- databases are accurate and up to date

#### 5.2 Our people (our team)

- Support the Program Manager in administrative functions,
- Maintain working areas and ensure they are in appropriately neat and tidy state at all times
- As required tea / coffee / catering for meetings as directed by the Program Manager
- Ordering of office supplies, stationery, bathroom supplies, fruit bowl and the overall responsibility for petty cash reconciliations, invoice payments, receipting, and reimbursement of monies
- Liaise as directed by the Program Manager with other Managers, Wesley Mission Staff, Corporate Sponsors, Government Departments, Clients, Students and Volunteers



- Assist with recruitment process of new employees, staff, volunteers and students as directed by the Program Manager
- Correspond with Human Resources, applicants and recruitment agencies in relation to job packages as directed by the Program Manager
- Complete Wesley Mission induction and orientation program and mandatory training,
- Promote and ensure adherence to Wesley Mission brand
- Ensure all Human Resource (HR) policies and procedures are understood and adhered to
- On a quarterly basis, document your progress using the Employee Contribution & Development template and meet with your manager to discuss
- Ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- Regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- Undertake project work as directed by Program Manager and Operations Manager
- Identify and recommend opportunities to increase team satisfaction
- Attend all scheduled meetings.

#### 5.2.1 Performance Measures

- key relationships are functioning well
- File reviews show compliance to procedures and best practice
- data bases are accurate and up to date
- successfully achieved induction, orientation and mandatory training
- engaged with new practices, policies and procedures

### 5.3 Our operations

- Provide effective and efficient administration support as required,
- Implement, monitor and maintain filing system and archives as per the Wesley Mission Policy
- Support regular data collection, program evaluation and general administration for the Brighter Futures teams as directed by Program Manager,
- Review, and where necessary, develop / improve administration processes to be efficient and effective that best serve the interests of Brighter Futures staff and clients in consultation with Program Manager
- Maintain and update all IT equipment, phones etc.
- Provide support to new staff to get established onto the teams online outlook calendar where required
- Support Monthly stats being collated and submitted to the Program Manager
- Communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates

#### 5.3.1 Performance Measures

- regular reporting requirements are met
- achieve a working knowledge of relevant policies and procedures

### 5.4 Our financials



- Adhere to established financial policies and procedures relevant to Brighter Futures;
- Effective and efficient administration of invoicing and petty cash processes, accounts, fee payments, credit card reconciliation, refunds and collections, receipting and monitoring on a weekly basis, notifying Program Manager of any problems or delays immediately in writing
- As directed by the Program Manager, process the Brighter Futures banking and any electronic direct debit or payment transactions and report any inconsistencies to the Program Manager
- Support the maintenance of the Asset Register and any other identified data bases and spreadsheets on a weekly basis or as required by the Program Manager
- Monitor, maintain, review administration/financial systems and evaluate for best practice in keeping with Wesley Mission Policy and Procedures and audit corrective action plans in consultation with Program Manager
- Encourage staff to implement environmentally positive work practices.
- Support all projects to be delivered to budget and seek opportunities to minimise expense wherever possible

#### 5.4.1 Performance Measures

- Wesley resources are well maintained including centres, vehicles and other equipment
- current funding maintained

## 5 Professional responsibilities

- As directed, other activities to support the delivery of the Wesley Brighter Futures Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- In relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- In relation to Wesley Mission attend worship services as encouraged by your supervisor
- Take responsibility for personal career development and training
- Participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Maintain confidentiality.

## 6 Selection criteria

To be successful in this position, candidates must possess the following:

**Demonstrated behaviours**

- Ability to problem solve, be creative, and resourceful,
- Willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- Displays emotional maturity and resilience

**Essential skills/knowledge**

- Minimum 2 years' experience in administration and related duties.
- Proficiency in Microsoft Office, including Word, Excel, and Outlook
- Demonstrated experience in Office administration, data collation, databases, book-keeping, and budget reconciliation.
- Ability to communicate appropriately at all levels of the organisation
- Organise and record meetings (minute taking).
- Show initiative, plan and anticipate potential problems.
- Demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- Self-motivated with the demonstrated ability to prioritise tasks, meet deadlines and attention to detail
- Ability to maintain confidentiality at all times
- Sound organisational skills
- Current NSW or National driver's licence
- Working With Children's Check & criminal record history check

**Desirable skills/knowledge**

- Experience working in community or welfare sector.