

Position Description

Position Title	Operational Support Officer
Employment Status	Part Time (0.8FTE), Maximum Term Contract until 30 June 2023
Classification	Corporate Services Level 2
Team/Service	STSH Penrith / Seven Hills
Direct Reports	N/A
Date	June 2021

PROGRAM OVERVIEW

The STSH Program is an initiative under the NSW Homelessness Strategy 2018-2022. The objectives of the STSH program are to enhance local service system capacity to support new or existing at risk tenancies in order to:

- Sustain tenancies by avoiding and/or reducing tenancy breaches over a 12-month support period;
- Prevent homelessness that has occurred following a failed social housing tenancy;
- Increase participants' social connection to improve overall wellbeing;
- Enhance tenant/household member capacity to manage their tenancies independently beyond the 12- month support period; and
- Reduce the resource and expenditure impost on DCJ, LAHC and other NSW government-funded agencies resulting from tenancy failure.

POSITION OVERVIEW

The Operational Support Officer will support the delivery of STSH program by supporting the Neami STSH Service Manager, SPL and CRSWs Coordinators with administrative tasks.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Compiling information for data analysis and reports to funders
- Coordinating travel arrangements
- Ordering stationery, IT equipment and office supplies
- Petty cash administration and reconciliation
- Processing invoices
- Consumer database data entry
- Coordinating site maintenance
- Maintaining filing and archiving systems/records management obligations are met, including proper retention of hardcopy and/or electronic records
- Coordination of vehicle maintenance and repairs

- Coordinating meeting room, venue and catering bookings
- Assisting operational support audit and compliance processes
- Orienting new site staff to administrative systems
- Performing reception duties
- Minute taking during team meetings
- Providing basic IT help desk support for service site colleagues
- Credit Card reconciliation, coding service provider invoices
- Additional duties as required, depending on site needs – examples might include vehicle maintenance coordination and compiling information for reports to funders
- Actively participate in reflective practice through team meetings, decision-making processes, supervision and staff development activities
- Support Neami National efforts in reducing our impact on the environment and work towards a sustainable future
- Participating in regular reflection forums with other Operational Support Officers, to foster peer support and learning, identify emerging issues for consideration at either a state or organisational level and celebrate operational support success stories.
- Follows procedures and policies, demonstrating an understanding of the broader organisational context
- Applies knowledge of practices, policies and processes to ensure effective and efficient administrative processes
- Structures and organises administrative tasks to ensure the effective and efficient operation of the office
- Understands newly presented information and is proactive about learning tasks
- Manages time and prioritises tasks effectively to meet deadlines
- Takes initiative, acts with confidence and works under own direction
- Plans activities and projects well in advance and takes account of possible changing circumstances
- Demonstrates the ability to work effectively while managing a range of tasks
- Probes for further information for a greater understanding of a problem and produces workable solutions to a range of problems
- Has an eye for detail and completes tasks and data entry accurately and efficiently
- Adapts to the team and contributes to a positive team dynamic
- Clearly and effectively conveys information verbally to staff and guests
- Adapts communication style to meet the needs of others and takes responsibility for understanding what others are saying
- Relates to people in an open, friendly and professional manner, demonstrating courtesy, tact and empathy
- Shows respect and sensitivity towards diversity
- Clearly conveys organisational knowledge, providing others with clear direction
- Establishes professional respectful relationships that have clear boundaries with staff and other services
- Speaks clearly and fluently and writes succinctly in a well-structured and logical way
- Commitment to understand consumer data requirements and the role of data, monitoring, evaluation and research activity in organisational culture, operations and strategy.
- Commitment to support activities related to planning, collection, analysis, reporting and use of consumer data.
- Use of data, monitoring, evaluation and research to continuously improve service provision, organisational functioning and the strategic directions.
- Adapts to changing circumstances and responds to the reactions and feedback of others
- Accepts feedback, reflects, learns and makes changes

- Maintains a hopeful and positive outlook during challenging times at work
- Self regulates emotions and reactions to enable the display of a calm demeanor in any working environment.

Records Management

- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up-to-date.

ORGANISATIONAL ACCOUNTABILITIES

- Act at all times in accordance with the Neami National code of conduct
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values
- Actively engage in Professional Development opportunities and embrace learning opportunities
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- A valid Working with Children Check
- Australian Police Clearance
- A valid Australian Driver's License
- Sound knowledge of the Microsoft Office Suite (including email and internet) and proven experience working in a computerised environment
- Advanced abilities with Microsoft Excel
- Data entry and data analysis skills

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.