**Administration Support Worker (Fixed Term)**

# 1. The Context

## Wombat

Wombat Housing Support Services is one of the largest providers of housing and support services to people in the Western Metro Region. It is a community-based organisation managed by a Board.

The culture of Wombat is about:

* Integrating new programs and ideas
* Providing services that are accessible, transparent, fair & equitable
* Being sensitive to the needs of diverse cultural & language groups
* Recognising the right of all age groups to access appropriate services, including children, young people and older people
* Cross program service delivery
* Embracing and generating change that is positive
* Accountability, inquiry and reflection
* Hearing and accounting for different views
* A workforce representing diversity in experience, age and ability
* Valuing staff and encouraging wellbeing
* Providing a flexible and supportive work environment.

Wombat’s existing services include:

* Support & Advocacy for social housing tenants
* Support programs for Department of Human Services youth clients
* Transitional support services for Families, Single People and Youth
* Support program for young people on parole & Leaving Care

Wombat is also the auspice for the Western Homelessness Networker.

# 2. The Position

**Role**

The administration team provide high quality and efficient administrative systems and procedures, responsive reception services and business support for Wombat Housing and Support Services at the organisations office in Melrose St, North Melbourne. Given the current lockdown it is expected that there will also be some working from home.

The role is intended to support existing office procedures as well as provide ad hoc administrative support as required. No two days are ever the same and as such the position requires an agile, adaptive and enthusiastic person to bring a positive can-do attitude to the entire Wombat team as well as to day to day tasks.

## Reporting and Accountability

The position reports directly to the Management Team via the Office Co-ordinator.

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## Support and Supervision

The Administration Support Worker will participate in regular support and supervision meetings with the Office Co-Ordinator. This will include regular individual supervision.

As part of the Admin Team, the Administration Support Worker will participate in regular program meetings.

**Scope**

With the support of the Management Team and as part of the Admin Team, the Administration Support Worker will play a critical role in the smooth running of the organisation.

The Admin Team have responsibility for a broad range of duties and tasks as described below. The administration worker will work as directed to assist with specified tasks with-in particular the broad range of admin functions.

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**Duties**

As part of the Admin Team the Administration Support Worker will carry out duties in accordance with the philosophy, policies, work practices and protocols of Wombat Housing and Support Services. At regular Administration Team meetings the Administration Support Worker will be allocated specific tasks from the broad range of admin functions listed below:

**Reception**

* To provide face to face reception for clients and visitors
* To ensure a professional, courteous and affable response to telephone calls
* To respond to general enquiries about Wombat Housing and Support Services
* To provide basic information regarding the homelessness service system where appropriate.

**Administration Services**

* To administer a vehicle maintenance and booking program
* To manage quotes and purchasing of general supplies
* To administer a bookings system for meeting rooms, community facilities and other Wombat resources
* To assist with the coordination of property and building matters (e.g. maintenance, security, storage, assets, contractors).

**Publications & Website**

* To assist with the production of reports and publications
* To assist in the maintenance of the organisation website & intranet.

**Information**

* To display and disseminate information and resource material about Wombat and other relevant programs in the reception area and via the Wombat website and intranet
* To maintain and improve a common information resource file
* To assist with induction of new staff
* To contribute to data collection and recording as directed by the Management Team
* To contribute to the development and maintenance of information, data and recording systems including document control
* To assist in the provision and maintenance of an effective IT support system.

**Management Team Support**

* To assist with the preparation, conduct and follow-up of meetings (Agendas, Minutes and Reports)
* To assist with tasks associated with accreditation
* To assist the EO with personnel file management, police checks and other Human Resource administrative functions.

**General**

* To promote a positive image of Wombat Housing and Support Services and grow harmonious relationships with organisations and individuals
* As a member of the staff team to contribute to the development of the policies, programs and procedures of Wombat Housing & Support Services
* Other duties as directed by the Management Team.

# 4. The Conditions

The position is Part Time Fixed Term at 30.4 hrs per week.

Job Title: Administration Worker

Salary: The position is classified at SCHADS Level 2 Pay Point 4

Salary sacrificing is available, within the limit of the law.

Working Hours: Part Time, 30.4 hrs per week (0.8EFT) 4 days (7.6 hrs per day)

Position reports to: Executive Officer

Conditions: As per Wombat EBA 2016 which includes:

* Five weeks (pro rata) paid annual recreation leave
* Grace & Favour days between Christmas & New Year

Terms of contract: The position is for a fixed 12 month period.

Appointment is subject to a satisfactory Police Check, Working with Children Check and evidence of the Right to Work in Australia (where applicable). In the event that a candidate has resided overseas for more than one year in the preceding 10 years an International Police check will be required. Wombat complies with all government directions and all employees must be vaccinated against COVID-19 in accordance with those directions for essential workers.

**5. The Application Process**

**Key Selection Criteria**

* Capacity and desire to communicate well with a diverse range of people, including people with challenging behaviours.
* Demonstrated capacity in office procedures and knowledge of administrative tasks and functions.
* Knowledge of IT systems as well as excellent computer skills (including word and data processing, desk top publishing, website management & social media).
* High level personal organisation and time management skills.
* Demonstrated enthusiasm for working as part of an effective team.
* Drivers Licence essential.

Applications **addressing the Key Selection Criteria** & including the names and contact numbers oftwo referees\* (including most recent employer) should be forwarded to:

Rebecca Cleaver

Executive Officer or email [rebecca@wombat.org.au](mailto:rebecca@wombat.org.au)

Wombat Housing and Support Services

PO BOX 1183

Kensington 3031

Enquiries: Rebecca Cleaver [rebecca@wombat.org.au](mailto:rebecca@wombat.org.au) Ph: 8327 2222

Viv Lau (Office Co-ordinator) [vivian@wombat.org.au](mailto:vivian@wombat.org.au) Ph: 8327 2222

Applications close: **9am on Tuesday 19th of October 2021**

\*Wombat reserves the right to contact relevant individuals who may not be listed as referees.

# 6. Wombat Code of Conduct

All workers are expected to perform their duties in a manner consistent with Wombat’s Codes of Conduct (See Operating Manual 4.1):

Wombat is committed to being a professional, respectful and supportive organisation that complies with all relevant legislation. To achieve this, everyone associated with Wombat is expected to respect the dignity, rights and views of others regardless of whether they are on the board, members of staff, students or volunteers.

## Code of Conduct

To achieve the stated principle, it is expected everyone associated with Wombat will act in a manner that includes:

1. Listening to and seeking to understand different points of view (this does not necessarily mean agreeing with the point of view of others)
2. Respecting diversity in all its forms. This includes respect of culture, gender, sexuality, experience, identity and opinion
3. Respecting cultural, ethnic and religious differences
4. Recognising that others are bound by obligations in their public duties
5. Being courteous, sensitive and honest in communications and being considerate to the needs of others
6. Actively managing workplace conflict to create positive and constructive outcomes
7. Working cooperatively and collaboratively with others to achieve common goals and a harmonious organisational environment and culture
8. Supporting the personal and professional development of others
9. Acknowledging the rights and responsibilities of others to report suspected misconduct.

Specifically relating to service users, Wombat has an expectation that its staff will conduct themselves in a professional manner, with due regard to the values and purposes of the organisation and with full cognisance of their duty of care for service users. The following code of conduct outlines Wombat’s expectations of staff and will be provided to services users on a regular basis:

1. Wombat staff will maintain a professional relationship with service users, and will not allow the provision of support to develop or change into friendship.
2. Workers will not, under any circumstances, disclose their home address or telephone number to service users or engage in social networking with service users via the internet.
3. Workers will not divulge any personal information to a client. This includes information about their family, living arrangements, religious and political beliefs and life experiences. Exceptions may be made when a worker believes some limited disclosure is professionally appropriate and discusses this with their manager.
4. Workers will not enter into non-work personal relationships, sexual relationships or financial dealing with service users
5. Workers will not have contact with service users out of hours.
6. Workers will avoid creating relationships of dependence
7. Workers will not accept gifts from service-users. If for some reason (e.g. cultural sensitivity) it is not appropriate or possible to refuse a gift, staff should consult with their manager
8. Wombat staff will not impose or seek to impose their personal values or beliefs on service users.

## Code of Conduct When Working with Children

As stated in the Wombat Board Governance Framework:

Wombat is committed to child safety and all children who receive a service from Wombat have a right to be safe and secure.

This includes:

* Children have the right to receive a service from Wombat
* Children have the right to be treated with dignity and respect
* Children should receive a service that is non-judgemental, culturally sensitive and developmentally appropriate
* The welfare of children will always be an organisational priority and there will be a zero tolerance to child abuse.

The following acceptable and unacceptable behaviours outline Wombat’s expectations in relation to children.

**Acceptable behaviours:**

* adhering to Wombat’s Working with Children Policy (SDPM Policy 9.1 – 9.6); and upholding Wombat’s statement of commitment to child safety (see above) at all times.
* reporting and acting on any breaches of this Code of Conduct or breaches of the Child Safe Standards.
* taking all reasonable steps to protect children from abuse (this includes any physical, emotional, mental or sexual harm) and reporting any child safety concerns and any allegations of child abuse to management.
* working with children in an open and transparent way (for example a child’s primary carer and the case management team should always know about the work you are doing with children)
* respecting the privacy of children and their families, and only disclosing information to people who have a need to know. (Except where there is a Duty of Care issue)
* listening and responding appropriately to the views and concerns of children, particularly if they are telling you that they or another child has been abused or that they are worried about their safety/the safety of another child.
* encouraging the cultural safety, participation and empowerment of Aboriginal and Torres Strait Islander children.
* encouraging the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds.
* ensuring as far as practicable that staff are not alone with a child (except for staff in programs for under 18yo)
* modelling appropriate adult behaviour.

**Unacceptable behaviours:**

* Ignoring or disregarding any suspected or disclosed child abuse
* developing any ‘special’ relationships with children that could be seen as favouritism, e.g. through the provision of gifts or inappropriate attention.
* initiating or participating in any unnecessary physical contact with children or doing things of a personal nature that a child can do for themselves.
* engaging in open discussions of a mature or adult nature in the presence of children, (as practicable).
* using inappropriate language in the presence of children.
* using oppressive behaviour or prejudicial language with children.
* exchanging personal contact details such as phone number, social networking site or email addresses with children/ having online contact with a child.
* transporting a child without a parent or guardian present.
* having unauthorised contact with children and young people online or by phone.
* photographing or videoing a child without the consent of the parent/guardian.
* discriminating against any child on the basis of age, gender, race, culture, vulnerability, sexuality, ethnicity, or disability.

## Additional Considerations

In addition to the above, no-one employed, engaged with or representing Wombat shall use or attempt to use the resources of the organisation for personal gain or for the personal gain of those who are ineligible to receive services.

Where necessary and with the approval of a manager, supervision and debriefing will be made available to staff who wish to discuss questions of their relationship with service users.

Where a Wombat staff member feels they cannot provide a service user with appropriate services due to a conflict of interest, philosophies, cultural beliefs or other norms, s/he will discuss the situation with the relevant manager or EO at the earliest opportunity, notwithstanding ordinary opportunities for debriefing and supervision.

A child is defined as anyone up to the age of 18 years.