



Position title:	Administration Support Officer (extract from Reception & Accounts Administrator Dec. 2019)
Location:	Hume Community Hub
Reporting to:	Hume Community Hub Manager

VincentCare was established to provide a range of professional accommodation and support services to people that are facing disadvantage and those that are ageing throughout metropolitan and regional Victoria.

VincentCare's primary focus is to:

- provide quality services for people at risk or experiencing homelessness, people with a disability, and people struggling with complex needs including substance abuse and mental health issues
- advocate for vulnerable and disadvantaged people, respect their dignity and rights and understand their needs so as to provide them with support and encouragement and enable greater independence.

Our Mandate

VincentCare was established to extend the Christian Mission of the St Vincent de Paul Society to support and advocate on behalf of the most disadvantaged Victorians

Our Aspiration

To be the leader in providing care, hope and advocacy for those facing disadvantage

Our Purpose

To create opportunities and lasting change for the most marginalised

Our Values

Courage, Leadership, Accountability, Compassion, Excellence, Dignity

Diversity and Inclusion

We are committed to the principles of social justice and aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation or religion.



Hubs

VincentCare services to clients are provided through Hubs, with each hub providing a range of support including accommodation, case management outreach.

Inner Melbourne Community Hub: Provides a range of accommodation and support services, including crisis accommodation, drug and alcohol case management, and adult outreach.

Northern Community Hub: A hub with housing dispersed throughout the community, along with family violence services, case management services and youth outreach services.

Social Enterprises Hub: Incorporates Ozanam Enterprises at Carrum Downs, an Australian Disability Enterprise which provides a range of supported, practical, hands-on employment and training opportunities to people with disabilities or facing other forms of disadvantage.

Hume Community Hub: VincentCare's Hume Community Hub was established in 2016 to incorporate the family violence support programs that have been operating in Shepparton for many years. The Hub also provides emergency relief, financial counselling and capacity building and Home Care Packages.

Strategic Direction

In the past decade, VincentCare has initiated significant transformation, partnerships, leadership and action to guide the way the organisation delivers services to clients. VincentCare has done this to ensure the each individual's work culminates in fulfilling our purpose - to care for the most disadvantaged.

Strategic Directions 2018-23, builds our strengths and opportunities with a focus on five key outcome areas. They are:

- Improving our client-centred focus to everything we do.
- Growing partnerships, infrastructure, community engagement and funding.
- Innovating our services, our workplaces and our organisation to be more agile and more responsive;
- Cementing our place-based services and work toward an asset-based community development approach.
- Increasing our advocacy and influence to create lasting change for generations to come.

Role Scope and Purpose

The Administration Support Officer provides front of house service to a sensitive, complex human services environment and incorporates welcoming visitors and clients to the Hume Community Hub. With a calm, professional manner the position requires you to have the ability to provide high level quality support to staff, financial acumen, and an empathetic approach to clients and their needs, as well as a considerate attitude to stakeholders.

The role is responsible for providing specific administrative support to a range of programs across the Hub as well as providing pivotal administrative support to the daily functioning of the Hub. You will require discretion in ensuring compliance, general administrative processes as well as telephone responses. It will also include assisting in the provision of minute taking for a number of meetings across the Hub and coordinating short term projects under the direction of the Hub Manager.

Role Accountabilities

Key Result Area	Key Accountabilities
Core specifics	<ul style="list-style-type: none"> • Respond to general inquiries. • Greeting clients, suppliers and visitors to the organisation and facility. • Supporting accurate processing of accounts - specifically donations and gift cards. • Ensure systems are transparent and accountable. • Work with the Hub Manager to undertake specific administrative tasks as required. • Organise ordering and/or purchasing of stationary and promotional materials, including PPE. • Attend and contribute to staff and team meetings as required.
Assistance to management	<ul style="list-style-type: none"> • Assist in the production of program reports, policy and procedure manuals, proformas, brochures and information pamphlets. • Provide administrative and coordination support to short-term projects including data input.



Compliance	<ul style="list-style-type: none">• Ensure all work undertaken within areas of accountability complies with VincentCare values, policies, procedures, codes of conduct and legislative/regulatory requirements and recognised accreditation standards (with a particular focus on Rainbow Tick Accreditation)• Ensure awareness of the policy, legislative and other relevant compliance obligations from day one of a working relationship with VincentCare.• Undertake appropriate training to support understanding of, and compliance with, key VincentCare policies including work health and safety, equal opportunities, privacy, procurement etc., to meet the required compliance obligations.• Ensure working within appropriate risk management and work health and safety procedures and operating practices are embedded within VincentCare's services and accommodation provision to safeguard employee, resident and visitor health, safety and well-being.• Participate in any periodic reviews of work practices/operating arrangements within areas of accountability to ensure potential risks/hazards/ breaches are identified and appropriately managed to meet compliance requirements.• Operate in accordance with VincentCare's schedule of delegated authorities.
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Key Contacts

- Hume Community Hub Manager
- Hume Community Hub Leadership Team

Key Selection Criteria

Qualifications

- A relevant qualification in Office Administration, Accounts Administration and/or Bookkeeping (minimum Cert. III) or equivalent.

Experience

- Demonstrated understanding of issues affecting people in crisis who may be impacted by family violence, homelessness or at risk of homelessness.
- Ability to demonstrate culturally sensitive practice in relation to family violence, inclusive of the needs of Aboriginal and Torres Strait Islander and Cultural and Linguistically Diverse peoples.
- Fundamentals of book keeping experience preferred.
- Demonstrated advanced skills in Microsoft program.
- Maintains security and telecommunications system.
- Informs and directs clients by responding to phone and/or attendance.
- Keeps a safe and clean reception area by applying work, health and safety standards including work instructions relevant to COVID-19.
- Supports continuity among work teams by documenting and communicating actions, irregularities, and continuing needs through minute taking.

Skills and Personal Attributes

- Demonstrated capacity to contribute to a positive team culture that is collaborative and cooperative.
- Demonstrated capacity to interact with others with sensitivity and diplomacy.

- Demonstrated ability to keep accurate records and transparent financial systems.
- Contribute to the general functioning of the Hume Community Hub, including participation and contribution to team planning and building.
- Self-motivated and committed to high quality work.
- Highly developed time management skills.
- Highly developed attention to detail and organisation skills.
- Excellent written, verbal and non-verbal communication skills.
- An ability to readily adapt to the changing demands of an evolving service system.
- Consistently seek to improve and build knowledge, performance, skills and continued contribution to the stated objectives of the organisation.

Mandatory Requirements

- Satisfactory completion of a police check and character/performance reference checks. Police checks will be undertaken for the selected candidate prior to any job offer being confirmed and may be undertaken on a periodic basis during the term of employment.
- All appointments are subject to disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.
- Currently hold and maintain a current Victorian Working with Children Check.
- Applications for this role are open to female candidates (including trans, gender diverse and intersex women) only under Section 28 of the Equal Opportunity Act 2010.

This position description is a general outline of duties, responsibilities and requirements of the role. It is not an exhaustive list and from time to time VincentCare may review and amend the position description to meet organisational needs. Employees may be required to perform other duties that are within the scope of their competencies and skills.