

## POSITION DESCRIPTION

<b>Position Title</b>	Operational Support Officer
<b>Reporting To</b>	Service Manager
<b>Employment Status</b>	Part time; Maximum Term Contract
<b>Classification</b>	Consumer Support Services Level 2
<b>Team/Service</b>	Hawthorn Youth Residential Rehabilitation
<b>Direct Reports</b>	Not Applicable
<b>Date</b>	Jan 2022

### PROGRAM OVERVIEW

The **Youth Residential Recovery Service (YRR)** provides a safe and shared living environment for young people between 16-25 for up to one year. YORS meets young people face to face out in the community and through platforms of their choosing. The purpose is to encourage positive individual growth and development for young people with mental health illnesses to improve their quality of life and broaden their opportunities. This is done through both individual one on one support and within a recovery oriented group program. It aims to promote positive personal and social relationships for young people, including with their friends, families and their broader social networks and community.

There is a strong focus on increasing the individual's resilience, self-determination, self-awareness and sense of belonging. Support services are tailored to the individual needs of young people through flexibility, creativity and innovative ideas. The service encourages and supports access to employment, training and education to aid in the development, growth and confidence of the individual and improve their future career prospects. YORS and YRRS offers a broad, creative approach to sourcing opportunities and supports in the community. Neami support workers work collaboratively with the individual and other young consumers in the planning and development of the service, as well as with other agencies.

### POSITION OVERVIEW

Youth Residential Recovery (YRR) provides a 7 day a week service for young people who are becoming unwell or are still recovering from an acute illness and need a period of additional support and consolidation to complement their treatment and support. YRR is a rehabilitation and recovery service that provides a safe and shared living environment for young people and aims to encourage positive individual growth and development for young people with mental health illnesses to improve their quality of life and broaden their opportunities. It aims to promote positive personal and social relationships for young people, including with their friends, families and their broader social networks and community.

The Operational Support Officer will support the delivery of high quality services to consumers by ensuring that staff at the Neami Hawthorn Youth Residential Recovery (YRR) site receive administrative support that is flexible and responsive to their needs.

## **THE POSITION**

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### ***Key position Responsibilities, Duties and Accountabilities***

#### **Carry out Daily Operational Support Tasks**

- Coordinating travel arrangements
- Ordering stationery and office supplies
- Petty cash administration and reconciliation
- Processing invoices
- Consumer database data entry
- Coordinating site maintenance
- Maintaining filing and archiving systems
- Coordinating meeting room, venue and catering bookings
- Assisting operational support audit and compliance processes
- Orienting new site staff to administrative systems
- Performing reception duties
- Providing basic IT help desk support for service site colleagues
- Additional duties as required, depending on site needs – examples might include vehicle maintenance coordination and compiling information for reports to funders

#### **Participate Fully as a Team Member**

- 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.

#### **Records management**

- Ensure records management obligations are met, including the proper retention of hardcopy and/or electronic records and ensuring files are accurate and up-to-date.

## **ORGANISATIONAL ACCOUNTABILITIES**

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- 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
- Uphold ethical behaviour, consistent with the values of honesty, fairness, responsibility and hope

- Demonstrates integrity, credibility and foster open communication
- Positively listens and consults with others to proactively address conflict
- 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**

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### **Experience, Knowledge, Qualifications, Skills and Attributes**

#### ***Essential***

- Sound knowledge of the Microsoft Office Suite (including email and internet) and proven experience working in a computerised environment
- A valid and current Working With Children Check
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it
- Proven ability to work autonomously with minimal supervision and to prioritise multiple tasks to meet conflicting deadlines.
- Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations in a diplomatic manner
- Ability to work productively in a fast paced, changing and agile environment
- Ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Ability to adapt communication style to meet the needs of a diverse range of people, and identifies changing needs within a group

## **ACKNOWLEDGEMENT OF POSITION DESCRIPTION**

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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.

I have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.