

Position Description



Administration Officer School Focused Youth Services

1. Position Overview

School Focused Youth Services (SFYS) is a program funded by the Victorian Department of Education, targeting interventions for students at risk of disengagement. The program is delivered by Hobsons Bay City Council across the schools in both Hobsons Bay and Wyndham.

The **Administration Officer - SFYS** sits within the Hobsons Bay Youth Services team and contributes to building resilience in young people by supporting the delivery of SFYS interventions in schools across Hobsons Bay and Wyndham (regions as determined by DET). The Administration Officer is responsible for supporting the SFYS team in the delivery of the SFYS program against the contract deliverables, and as outlined in the Program Guidelines and Workplans.

The position may evolve and change over time so the incumbent will need to be adaptable to the needs of young people, schools, our community and our organisation within the scope of the position.

2. Classification and Relationship

Position Title:	School Focused Youth Service - Administration Officer
Classification:	Band 4 – Fixed Term Part Time (0.6EFT)
Department:	Community Life (Youth Services Unit)
Reports to:	Senior Schools Engagement Officer
Supervises:	Nil
Incumbent:	

3. Key duties and responsibilities

Administration and support

- Provide high quality administrative tasks that contributes to the efficiency and participation outcomes of the School Focused Youth Services team.
- Provide high quality administrative support for the SFYS team, including but not limited to telephone and email correspondence (managing messages and email inboxes), practical tasks such as mail-outs and photocopying, scheduling, bookings and resource preparation and development.
- Deliver word processing support through the preparation of written correspondence (e.g. memos, reports, letters, marketing), with a high level of accuracy and presentation.
- Set and manage the structures for reporting to ensure internal and external responsibilities are met and maintained well, as well as manage records and databases to ensure accuracy
- Coordinate the resources of the team, including management of the storage and booking of resources/spaces, including online bookings, and maintenance requirements of resources.
- Manage the procurement processes for the team, including purchase orders and invoicing.
- As required, arrange contractors and maintain records and communications.
- Assist in research and information gathering when required.
- Deliver high quality customer service to both internal and external contacts, with a focus on young people and their stakeholders, and partners of the SFYS team. Ensure all contacts receive adequate, prompt and courteous attention, and are linked with the relevant staff member quickly and efficiently.

General

- Prepare for, attend and and/or represent the service/program at events, conferences, forums and presentations as required.
- Where appropriate, attend training and relevant professional development sessions to maintain a sound understanding of the sector and young people's needs
- Deliver work on time and to agreed standards and deadlines

4. Expertise

Qualifications

- Relevant qualifications to this role, such as administration, community services, youth work, social science or related discipline
- Victorian Drivers License (preferred)
- Basic mandatory requirements for working in this field including a current Working with Children Check.

Specialist skills and knowledge

- Exceptional customer service skills
- Exceptional administrative skills

Hobsons Bay City Council


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NRS: 133 677 (for the deaf, hearing or speech impaired)



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- Excellent time management skills and demonstrated use of initiative
- Sound written and verbal communication skills
- Ability to lead tasks and activities and collaborate effectively with others
- Ability to work effectively and appropriately with young people and relevant stakeholders (including but not limited to schools, contractors, parents/ carers, families, internal colleagues, external partners, funding bodies)
- Ability to continually develop knowledge and understanding of the range of issues and trends impacting vulnerable/disengaging young people

Experience

- Strong experience in office administration, demonstrating sound organisational skills
- Experience with customer-facing service delivery and working in a team environment
- Demonstrated ability to manage activities and tasks to the expected level
- Experience working with sensitive or confidential matters
- Ability to deliver outputs by the deadline requested

5. Physical Requirements

Daily work will mostly be performed in an office/indoor environment, as such:

- Physical demands are sedentary to light requiring the ability to sit, stand, reach, bend, lift and pull using safe manual handling practices.
- You will be exposed to conditions normally encountered in an office environment.
- Successful applicants may be required to undertake a physical assessment to ensure they meet the inherent physical requirements of the role.

6. Health, Safety and risk duties and responsibilities

Nothing is more important than the health and safety of yourself and those around you. You must:

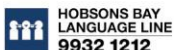
- Perform all tasks in a manner that does not place at risk the health and safety of any person
- Seek assistance when unsure of how to perform a task
- Ensure you observe, understand and comply with all Occupational Health and Safety legislation, regulations, codes of practice, policies, procedures and directives
- Regularly inspect your work environment for hazards
- Immediately report all workplace incidents, accidents, near-misses and hazards to a supervisor
- Support the return to work plan for any injured worker when returning to work

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