



Position Description

Purchasing Administrator Escaping Violence Payments

Wesley Dalmar Child and Family
March 2022

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



1. Overview of Wesley Mission

Wesley Mission is a Christian organisation that has been caring for people for over 200 years, continuing the work of Jesus Christ in Word and deed.

Our Vision

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Our Mission

Continuing the work of Jesus Christ in Word and deed.

Our Values

Out of Christian love and compassion we are driven by:

- Christlike servanthood
- Unfailing integrity, and
- Courageous commitment.

The organisational plan is based on five key result areas, namely:

- our clients
- our people
- our stakeholders
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2. Overview of Wesley Dalmar Child and Family

Wesley Dalmar Child and Family is made up of numerous teams that support the communities and the people in need. The various teams build resilience and strengthen capacity in the local communities where we work. Providing support to people using trauma-informed person-centred approaches in a holistic manner. We will actively seek to “Do All The Good We Can, By All The Means We Can, In All The Ways We Can, ...” for the whole of community. We are committed to local communities, the traditional owners, the new arrivals, the local people and Wesley Mission’s meaningful presence within the local space. We are committed to finding ways to support and address the local un-met need. We will identify and respond to hidden and emerging needs in our local communities.

Service areas and contracts include

- Assistance with Care and Housing
- Early Intervention and Prevention
- Emergency Relief
- Emergency Response
- Escaping Violence Payments
- Family Preservation
- Financial Counselling
- Financial Capability programs
- Gamble Aware programs
- Getting it Together
- Mums and Kids Matter ParentsNext
- Specialist Homelessness Services
- Youth Health
- Young Healthy Minds
- Wesley Dalmar, an Out Of Home Care Service accredited by the Office of Children's Guardian and regulated by the OCG standards



3. Overview of role

Purchasing Administrator operates at SCHADS 4 level.

Employees at this level will generally have:

- A relevant four-year degree with one year's relevant experience
- A three-year degree with two years of relevant experience
- An Associate Diploma with relevant experience

Lesser formal qualifications with substantial years of relevant experience.

Employees at this level will work under general direction. Procedures and guidelines for their areas of work will generally already be established, although employees may be required to set outcomes and further expand work methods.

Level 4 employees may also need to supervise lower-level employees in areas which are more complex or to lead a team.

Due to their higher level of experience, employees may be asked to provide specialist advice in their area of expertise. They have a sound knowledge of program and activity policies.

The EVP Purchasing Administrator is an empathic co-worker, engendering a spirit of strong kindness and generosity of spirit across the teams in which they work.

4. Overview of the program

Escaping Violence Payments:

In the 2021-22 Federal Budget, the Australian Government committed \$1.1 billion to help end violence against women and children. Part of this investment includes a two-year trial of a new Escaping Violence Payment (EVP), providing financial assistance to leave a violent relationship. It is estimated the program will help up to 12,000 people annually.

Financial insecurity is a key barrier to women leaving a violent relationship and a factor as to why women return to an abusive partner.

The underpinning principles of the program are:

- Reduces the financial barrier a woman may have to leave a violent relationship and to establish a home free from violence.
- Provides immediate financial assistance in a crisis in a way that maximises safety.
- Is trauma informed and avoids duplication, including the need to tell a story multiple times.
- Provides a streamlined approach to application and evidence, with existing sources used as often as possible.
- Ensure the payment complements existing services and supports.
- Facilitates 'wrap around' services and supports for the victim, including through other funded services.

5. Relationships

Reports to: Regional Manager, Escaping Violence Payments and Emergency Relief

Works with: Key staff across all Wesley Mission Departments
Escaping Violence Payments Program
Wesley Communities



5 Major role responsibilities

5.1 Our clients

- Ensure clients accessing this service receive a timely and compassionate, streamlined service that assists them to achieve their next step on their journey
- Ensure EVP sites are welcoming, vibrant, positive and energising, as well as safe, clean and tidy and in line with Wesley Mission branding guidelines

Performance Measures

- achieve or exceed all targets

Measurement tools

- Funding body portals and Wesley Dashboard
- Wesley Communities bi-annual client satisfaction survey

5.2 Our people

Wesley Communities Principles

- We are empathic leaders; strong kindness and generosity of spirit define how we lead our people
- We work with our people from a strength based, solution focussed framework
- We encourage a culture of being loyal to those who are absent
- We provide clarity around roles and responsibilities
- We err on the side of 'catching our staff doing something good – and telling them'
- We extend the most generous interpretation to the intentions, words and actions of others*
- We believe people are doing the best that they can*, *until they prove otherwise* *Brene' Brown
- We work within Wesley Mission's Human Resources processes to address performance issues as soon as they arise

Responsibilities

- Complete Wesley Mission induction, orientation and probation period program and mandatory training
- Work according to Wesley Mission Vision, Mission and Values
- Attend and participate in regular support meetings and team meetings
- Attend and participate in annual Employee Contribution & Development process
- Commit to a continuing process of personal self-development, training and skills acquisition
- Work with EVP and ER Leadership team to maintain and consistently review and improve finance and administration processes
- Ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required
- Be part of a team culture of support and respect
- Gain an understanding of other Wesley programs and how these support Wesley Mission clients more broadly
- Support EVP & ER Leadership Team to develop and implement annual staff survey
- Attend Wesley Mission events as advised by supervisor
- Ensure all Human Resource (HR) policies and procedures are understood and adhered to
- Identify and recommend opportunities to increase team satisfaction

Performance Measures

- Highly motivated and accountable for your part in the EVP & ER service model, compliance and performance and growth targets, as outlined above
- successfully achieve induction, orientation and probation period program and mandatory training
- continuously improving efficiencies through supervision, mentoring, and training



5.3 Our operations

- Provide finance and administrative support to the EVP Team.
- In conjunction with Wesley QRC, provide practical system support for the EVP team for quality, risk, compliance, and knowledge management through maintenance of the team's current suite of policies, procedures, forms.
- Provide support to EVP staff in use of finance and administration systems.
- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Contribute to program performance monitoring through reporting systems leading to measurable accountability as required
- Advocate and communicate the Wesley Mission brand and key messaging strategy to stakeholders, ensuring brand compliance and use of correct templates
- Contribute to reviewing internal systems including policies and procedures to ensure more efficient and effective methods of delivery and to ensure continual improvement
- Contribute to evaluation and quality improvement of programs
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons you come into contact with, during employment. Perform WHS tasks as directed by supervisor
- Embrace new developments and technological innovations relevant to Wesley Mission's work
- Promote the grievance procedure to all clients and respond in line with the Wesley Mission Compliments and Complaints Procedure.

Performance Measures

- Reporting requirements are met.
- Achieved working knowledge of EVP Deeds, applicable guidelines and processes, and Wesley Mission policy, procedures and processes.
- EVP team are well supported in administrative systems

5.4 Our financials

- Assigned finance and administration processes that support the program. Including but not limited to: general invoicing, credit card processing, brokerage processing, purchasing etc...
- Support the Leadership Team in the planning, review and continuous improvement of these processes for best practice, maximum efficiency and full compliance with EVP Deed, guidelines and associated Wesley Mission policies and procedures.
- Support the EVP Leadership Team in their commitment to meeting all contract requirements, thereby retaining current funding and contract extension.
- Support internal and external auditing processes ensuring timely, accurate collection and submission of documentary evidence, and remedial work should non-compliance be identified.

Performance Measures

- Assigned finance and administration processes are completed according to Work Instructions and in line with best practice, maximum efficiency and full compliance with EVP Deed, guidelines and associated Wesley Mission policies and procedures.
- Wesley resources are well maintained including centres, vehicles and other equipment
- Internal and external audit results demonstrate full compliance with EVP Deed, guidelines and associated Wesley Mission policies and procedures, and where gaps are identified action is taken in a timely manner.



6 Professional responsibilities

- Other activities to support the delivery of the Wesley Dalmar Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment
- All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedure
- Participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- In relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- In relation to Wesley Mission attend worship services as encouraged by your supervisor
- Participate on a quarterly basis in Wesley Mission's Employee contribution and development process
- Take responsibility for personal career development and training
- Participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act
- and other relevant legislation
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Maintain confidentiality

7 Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- Willingness to affirm and to work within Wesley Mission's Vision, Mission and Values and enthusiastically advocate our Word and deed ministry
- Confident, professional with strong initiative and business acumen
- Displays emotional maturity and resilience

Essential Criteria

- Minimum 12 months experience in administration and related duties
- Demonstrated experience in office administration, data collection, databases, book-keeping, and budget reconciliation
- Proficiency in Microsoft Office, including Word, Excel & Outlook
- Record keeping and data entry
- Show initiative, plan and anticipate potential problems
- Ability to maintain confidentiality at all times.
- Current NSW or National driver's licence.
- Working with Children's Check & criminal record history check.

Wesley Mission is a Christian organisation requiring all staff to affirm its values and Code of Conduct.



Desirable criteria

- Experience with Wesley Mission processes including knowledge and experience in using the 'PeopleSoft Finance' software program
- Previous experience in a Family and Domestic Violence support setting

Social and community services employee level 4

Characteristics of this level

- A person employed as a Social and community services employee level 4 will work under general direction in functions that require the application of skills and knowledge appropriate to the work. Generally guidelines and work procedures are established.
- General features at this level require the application of knowledge and skills which are gained through qualifications and/or previous experience in a discipline. Employees will be expected to contribute knowledge in establishing procedures in the appropriate work-related field. In addition, employees at this level may be required to supervise various functions within a work area or activities of a complex nature.
- Positions may involve a range of work functions which could contain a substantial component of supervision. Employees may also be required to provide specialist expertise or advice in their relevant discipline.
- Work at this level requires a sound knowledge of program, activity, operational policy or service aspects of the work performed with a function or a number of work areas.
- Employees require skills in managing time, setting priorities, planning and organising their own work and that of lower classified staff and/or volunteers where supervision is a component of the position, to achieve specific objectives.
- Employees will be expected to set outcomes and further develop work methods where general work procedures are not defined.

Responsibilities

- To contribute to the operational objectives of the workplace, a position at this level may include some of the following: undertake activities which may require the employee to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined;
- perform duties of a specialised nature requiring the development of expertise over time or previous knowledge;
- identification of specific or desired performance outcomes;
- contribute to interpretation and administration of areas of work for which there are no clearly established procedures;
- expected to set outcomes and further develop work methods where general work procedures are not defined and could exercise judgment and contribute critical knowledge and skills where procedures are not clearly defined;
- although still under general direction, there is greater scope to contribute to the development of work methods and the setting of outcomes. However, these must be within the clear objectives of the organisation and within budgetary constraints;
- provide administrative support of a complex nature to senior employees;
- exercise responsibility for various functions within a work area;
- provide assistance on grant applications including basic research or collection of data;
- undertake a wide range of activities associated with program activity or service delivery;
- develop, control and administer a records management service for the receipt, custody, control, preservation and retrieval of records and related material;
- undertake computer operations requiring technical expertise and experience and may exercise initiative and judgment in the application of established procedures and practices;
- apply computer programming knowledge and skills in systems development, maintenance and implementation;



- provide a reference and research information service and technical service including the facility to understand and develop technologically based systems;
- where the prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following:
 - liaise with other professionals at a technical/professional level;
 - discuss techniques, procedures and/or results with clients on straight forward matters;
 - lead a team within a specialised project;
 - provide a reference, research and/or technical information service;
 - carry out a variety of activities in the organisation requiring initiative and judgment in the selection and application of established principles, techniques and methods;
 - perform a range of planning functions which may require exercising knowledge of statutory and legal requirements;
 - assist senior employees with the planning and co-ordination of a community program of a complex nature.

Requirements of the position

Skills, knowledge, experience, qualifications and/or training

- knowledge of statutory requirements relevant to work;
- knowledge of organisational programs, policies and activities;
- sound discipline knowledge gained through experience, training or education;
- knowledge of the role of the organisation and its structure and service;
- specialists require an understanding of the underlying principles in the discipline.

Prerequisites

- relevant four year degree with one years relevant experience;
- three year degree with two years of relevant experience;
- associate diploma with relevant experience;
- lesser formal qualifications with substantial years of relevant experience; or
- attained through previous appointments, service and/or study, an equivalent level of expertise and experience to undertake a range of activities,
- Employees undertaking specialised services will be promoted to this level once they have had the appropriate experience and undertake work related to the responsibilities under this level.
- Employees working as sole employees will commence at this level.

Organisational relationships

- works under general direction;
- supervises other staff and/or volunteers or works in a specialised field.

Extent of authority

- required to set outcomes within defined constraints;
- provides specialist technical advice;
- freedom to act governed by clear objectives and/or budget constraints which may involve the contribution of knowledge in establishing procedures within the clear objectives and/or budget constraints where there are no defined established practices;
- solutions to problems generally found in precedents, guidelines or instructions;
- assistance usually available