

# Position Description

## Position details

<b>Position Title:</b>	Administration Coordinator - Intake & Access	<b>Reports to:</b>	Intake and Access Team Leader
<b>Team:</b>	Intake and Access	<b>Location:</b>	Brunswick (Other locations flexible)
<b>Group:</b>	Direct Services	<b>Hours:</b>	0.6 FTE
<b>Classification:</b>	Level 4	<b>Status:</b>	Ongoing/Fixed Term

## The Organisation

The Victorian Foundation for Survivors of Torture Inc. (VFST), also known as Foundation House, provides services to advance the health, wellbeing and human rights of people from refugee backgrounds who have experienced torture or other traumatic events.

Established in Melbourne in 1987, Foundation House is non-denominational, politically neutral and non-aligned. It is constituted as a not-for-profit organisation managed by an elected Board of Management and is funded by the Commonwealth and Victorian Governments, philanthropic organisations and donations from private individuals.

Foundation House is a state-wide agency offering services in metropolitan, regional and rural areas. Offices are in Brunswick (head office), Dallas, Dandenong, Ringwood and Sunshine. Services are also provided in partnership with other agencies outside of the metro area. With approximately 200 staff the organisation:

- Delivers services to clients in the form of counselling, advocacy, family support, group work and complementary therapies
- Works with client communities and the sectors they interact with
- Provides professional and organisational development to internal and external stakeholders
- Advocates to governments for improvements to policies and programs
- Conducts and contributes to research.

Working in partnership with thousands of clients, their families and communities a year, an integrated trauma recovery service model guides the agency under an organisational structure which is comprised of the following areas:

- Direct (Client) Services
- Community Capacity Building
- Practice and Sector Development
- Corporate Services.

## Vision

A world without torture and where communities respect, embrace and empower people from refugee backgrounds to thrive.

## Purpose

To be a leader in delivering specialist trauma-focussed services that work with the strengths and resilience of refugees, their families and communities to rebuild lives shattered by torture and other traumatic events.



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## Child and Family Safe

Foundation House is committed to promoting and protecting the interests and safety of children and actively plays a part in combating family violence; this is reflected in our organisational policies, protocols and staff development.

## Organisational Area Summary

The Direct Services program of Foundation House provides services to survivors of torture and other traumatic events in the form of specialised counselling, individual and family support, groupwork, complementary therapies such as traditional herbal remedies, massage and other natural therapies. It operates across the three regions of metropolitan Melbourne and works in partnership with other organisations to deliver services in rural and regional areas. Direct Services is committed to delivering safe, effective, connected and person-centred services to everybody, every time.

Direct Services program consists of the Intake and Access Team, Complementary Therapies Team, Ucan2, Rural and Regional Services, Adult and Family Program and Child, Youth and Family Program. Services are delivered both onsite and via outreach and in conjunction with other programs of the organisation such as the Schools Support, Community Capacity Building and Practice and Sector Development. All parts of the organisation are informed by the Integrated Trauma Recovery Service Model.

Direct Services teams are currently located in metropolitan Melbourne with offices in Brunswick, Sunshine, Dallas, Dandenong and Ringwood.

## Position Summary

The Intake and Access team is an integrated part of Direct Services established to respond to referrals and provide an initial assessment in terms of eligibility, consent, priority and whether Foundation House is the most appropriate services or if referrals to other services are indicated. The team comprise of approximately 5 – 10 staff, some of whom will be part-time. It is managed from Brunswick Head Office and includes regular outreach to the regional offices.

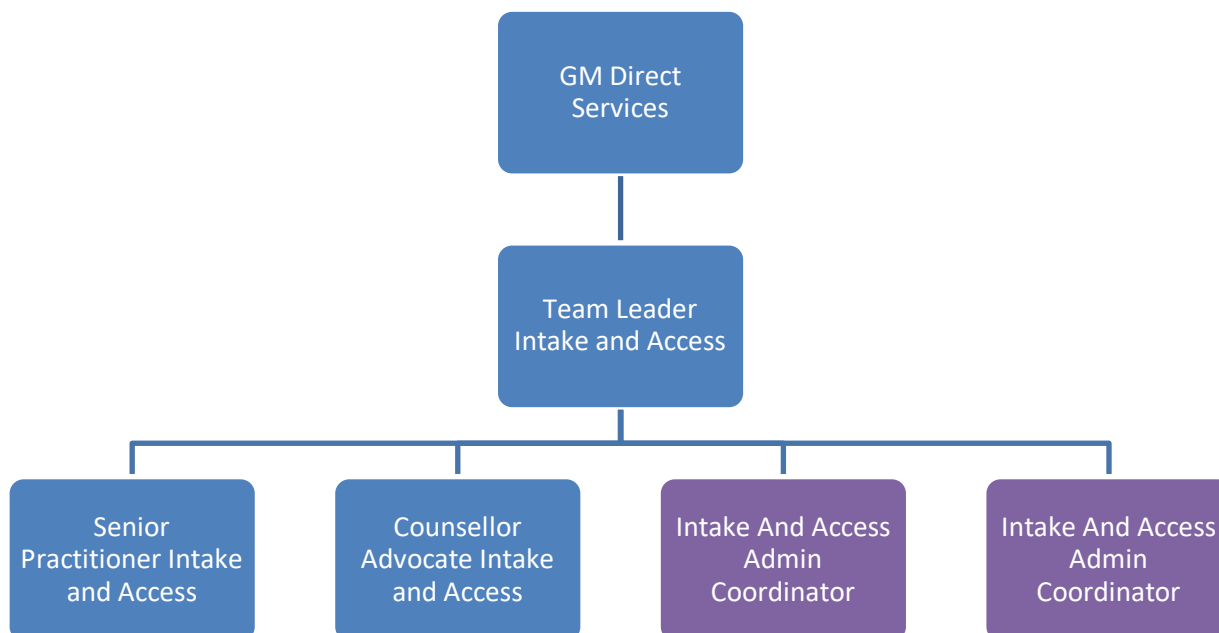
The Administration Coordinator – Intake and Access will lead the administrative functions of the intake and access team. This role will manage administrative resources, design and implement administrative systems and provide consistent high quality data entry and analysis.

## Scope & Dimensions:

Budgets: Nil  
Number of staff: Nil

Reporting lines:

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## Key Responsibilities

Key Responsibility
<p><b><u>Administration</u></b></p> <ul style="list-style-type: none"><li>• Provide high quality referral intake administrative and data entry functions including email inbox management, data entry and analysis using the internal client record management system.</li><li>• Design and implement new referral Intake administration processes for consistency and quality of service provision as required.</li><li>• Respond and manage queries related to record keeping, data quality and administration of the intake and access functions.</li><li>• Collate, analyse, and report on data related to the referral and intake function of the organisation.</li></ul>
<p><b><u>Data entry, analysis, and reporting</u></b></p> <ul style="list-style-type: none"><li>• Provide high quality data entry and health record management for the intake and access functions of the organisation.</li><li>• Provide high quality data analysis and reporting regarding the intake and access functions of the organisation.</li><li>• Develop and implement a suite of meaningful reports for the intake functions in foundation house.</li></ul>
<p><b><u>Client liaison</u></b></p> <ul style="list-style-type: none"><li>• Liaise with clients and referrers in relation to Foundation House services and/or referral and intake processes.</li><li>• Respond to incoming calls, emails, and faxes as appropriate.</li></ul>

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<b><u>Organisational Obligations</u></b> <ul style="list-style-type: none"><li>• Attend and participate in all agency activities which meet Foundation House's organisational and professional development requirements. These include staff, team and agency meetings, professional development sessions, supervision, and debriefing.</li><li>• Undertake a range of project or other duties required to support the effective delivery of direct services to clients</li></ul>
<b><u>Personal</u></b> <ul style="list-style-type: none"><li>• Participate in Foundation House's staff development and review plan process</li><li>• Work to an annual work plan</li><li>• Be an active participant in team meetings to maximise contribution to the work of the team</li><li>• Participate in all staff, group and other relevant meetings.</li><li>• Work to ensure professional and cooperative working relationships within own team and with other departments across the agency</li><li>• Participate in identifying quality improvement initiatives and strategies</li><li>• Attend and participate in all training opportunities identified for the role</li><li>• Liaise with and seek senior advice as required.</li></ul>
<b><u>Additional</u></b> <ul style="list-style-type: none"><li>• Undertake reasonable travel following the duties of this position.</li><li>• Perform any other duties as directed by the organisation within the scope of the classification</li><li>• Perform all other reasonable duties as directed by the GM Corporate Services and the CEO.</li></ul>
<b><u>Health &amp; Safety</u></b> <p>Actively contribute to health and safety at Foundation House by being aware of safety policies and procedures and consciously applying these every day to ensure the health and safety of our workplace.</p>
<b><u>Child and family safety</u></b> <p>Actively contribute to upholding Child Safe Standards and measures to combat family violence by being aware of applicable policies and procedures and applying these when relevant.</p>

## Personal Qualities

- Professional administrator with strong organisational skills
- Ability to work autonomously and as a member of a multidisciplinary team
- Ability to problem solve and manage competing priorities
- Commitment to human rights, social justice, and ethical practice
- Great attention to detail and a systematic approach to their work, working independently when required.
- The ability to keep calm under pressure, flexible and adaptable approach to meeting goals.
- Application from persons with lived experience of being a mental health consumer, and/or from a refugee background are encouraged.

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## Selection Criteria

### Qualifications:

Business/administrative and/or community services tertiary qualifications are desirable however extensive experience in the above also considered.

### Skills and Knowledge

- Highly developed organisational and administrative skills
- Experience in data entry, management, and analysis
- Strong attention to detail, organisational and time management skills with the ability to prioritise and meet deadlines
- Ability to be sensitive and understand the needs of people from diverse backgrounds including those from a refugee experience background
- Well-developed verbal and written communication skills with ability to communicate effectively with staff at all levels
- Previous work experience as part of a multi-disciplinary team
- Ability to identify and resolve problems and make appropriate recommendations
- Experience in leading administrative functions or staff to deliver excellent outcomes or improved systems
- Computer literacy skills, particularly in Microsoft Excel
- Language proficiency in any of the following languages is highly valued (Karen, Chin, Arabic, Dari, Pashtu, Hazaragi, Sudanese Arabic, etc)

## Prerequisites of employment

- Satisfactory police check
- Signing and abiding by the Foundation House Child Safe Code of Conduct
- Working with Children Check (WWCC)
- COVID-19 vaccination
- Current Victorian driver's licence
- The right to live and work in Australia.

This position is in accordance with the Victorian Foundation for the Survivors of Torture Enterprise Agreement.

## Approval and Acknowledgement

<b>Date PD last reviewed:</b>	New position Description
<b>PD Approved by:</b>	General Manager Direct Services
<b>Date of approval:</b>	1 August 2022