

Position description

Title of the role:	Administration Support Officer
Classification:	SCHADS Level 3
Schedule:	B
Program Area:	Out of Home Care Program Queensland
Location:	Townsville / Mackay
Reports to:	Program Manager
Last Revised:	NEW April 2024

About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

Our Values

Honesty:

- We are open and sincere in all interaction
- We show care and consideration to all our stakeholders
- We take responsibility for our actions

Acceptance

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

Commitment:

- We are committed to our work and we won't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

Participation:

We promote participation and transform lives and communities We value the expertise and contribution of everyone we work with We build knowledge and lead conversations

Our approach to service delivery

Our services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to build their wellbeing and to live independently. The model provides an evidence-based approach to create individually tailored, effective support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice



Position Summary

Wellways offers case management and personal and valued out of home care and support services to young people within Child Safety guidelines by providing safe and homely accommodation. The Out of Home Care program Administration Support Officer is responsible for managing the houses rented by Wellways, ensuring that all property matters are attended to in a timely manner and ensuring that all properties meet legislative and licensing requirements. This includes the main regional office site where the Administration Support Officer will provide administrative support/reception duties to other Wellways services.

Under the support and direction of the Program Manager, the role works with the team and other key stakeholders to provide administrative support in the ongoing development and effective implementation of the regional and program plans.

Refer to Attachment 1 for a reference to the overall Wellways organisation structure

Responsibilities

Key Functions	Key Performance Indicators
Property Maintenance Ensuring property standards are maintained in line with Licensing requirements	• Coordinate all house maintenance requirements with preferred suppliers maintaining open communication with the Real Estate property managers • Develop and maintain preferred supplier database for house maintenance • Be the lead contact for all Wellways properties within the region including the regional shared office • Undertake physical house inspections to the Out of Home Care program houses and complete compliance checklist at a minimum of quarterly • Work with the Team Leaders to ensure all Child Safety Licensing recommendations and corrective actions are implemented proactively and promptly • Submitting property damage claims with required documentation to the Department within the designated timeframes for approval • Liaising with identified trades to ensure damage is repaired within a reasonable timeframe • Maintaining a property damage register to evidence ongoing efforts to rectify outstanding property damage
Administration and Site Support Provide high quality administration support to ensure effective program outcomes.	• Provide general reception and administrative support to other Wellways services operating from the Townsville/Mackay (whichever is applicable) site including ordering of shared office supplies and resources • Prepare for meetings and events, inclusive of meeting minutes • Manage regional Fleet vehicle servicing and maintenance in accordance with relevant policies and procedures. • Provide support with electronic systems, including Carelink+ • Set up and maintain effective filing, resource and site systems. • Collate and distribute information as required. • Coordinate resource bookings. • Other duties as directed by line manager.

Team Effectiveness Working as an active member of the program team to ensure the achievement of program goals and the application of best practice frameworks.	• Work in collaboration with Out of Home Care program Team Leaders to ensure all property matters are attended to in a timely manner • Work in collaboration with the Program Manager to ensure budget parameters are managed effectively and Licensing requirements are met • Support an effective regional out of home care team based on an ethos of collaboration and co-operation and mutual support • Support for, and ongoing development of, an environment based on shared accountability and effective knowledge sharing • Role model Wellways values and behaviours and champion Wellways practice principles and program pathways within the Out of Home Care Program
Financial and budget administration associated with properties	• Collate and consolidate invoices and receipts related to out of home care business reporting to the Program Manager regarding over expenditure against agreed pricing schedules • Ensure cash cards are topped up weekly and maintained • Submitting property damage claims with required documentation to the Department within the designated timeframes for approval

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Relevant qualifications or commensurate experience in working in an administration/data entry support role • Appropriate IT skills • Current valid Driver's License and the ability to undertake some travel • Satisfactory National Police Records Check • Current Working with Children Check – QLD Blue card before commencement • Yellow Card or NDIS Worker Screening check • Child Safety and Personal History Screening Check (Licensed Care Service) • Right to Work within Australia. • NDIS (National Disability Insurance Scheme) Worker Orientation Module Certificate
Technical Knowledge and Experience	• Experience and knowledge in providing administrative and support services • Highly effective communication and interpersonal skills • Thinking outside the square when applying problem solving skills • Understanding and knowledge of database management • Commitment to accurate data entry and high-quality outcomes • Able to negotiate workload, competing requests and follow up within agreed timelines • Able to work autonomously and as part of a team • Commitment to best practice • Experience in property or facilities management • Familiarity with commercial property leases, their mandatory maintenance requirements and administration • Understanding of requirements related to essential safety measures in QLD • Experience working with and managing contractors. • A proven commitment to customer service, including the ability to deliver on commitments to multiple stakeholders over a wide geographic area. • A self-starter with high levels of initiative to deliver required outcomes under limited direction. • An understanding of asset management principles will be well regarded • Not for Profit, out of home care or community services industry experience will be well regarded.

Skills	Communication • Effective communication skills, verbal and written including the ability to write clear emails and instructions • Succinct ability to brief contractors to ensure that all houses under Wellways management meet licensing and leasing requirements Interpersonal • Strong skills in developing and maintaining relationships with staff and other key stakeholders. • Strong team orientation • Customer service ethos Organising and Planning • Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required. • Able to develop and implement systems and procedures to guide work and track progress. • Able to recognise barriers and find effective ways to deal with them. • Able to identify processes, tasks and resources required to achieve a goal Self-Management • Able to plan and prioritise work to ensure outcomes are achieved. • Takes the time to think things through. • Able to anticipate one's own reactions to situations and prepare accordingly. Information Technology • Intermediate skills in Microsoft Office Suite • Comfortable with learning/using Client Management Systems Attention to Detail • Strong attention to detail, taking responsibility for the accuracy of own work Process design and optimisation • Experience designing and/or improving process and procedures
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Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation: As per delegation schedule

People – Number of Directs: n/a

Travel Percentage: As Required

On Call: n/a

Special Requirements: n/a

Attachment 1

Organisation Chart

This organisational chart provides an overview of the organisation's structure, its key personnel, departments and teams.

