

Position Description

Title	Program Support Officer
Business unit	Child Youth and Families
Location	211 Chapel St Prahran
Employment type	Max Term - Part time 0.8 EFT (4 days per week) until 30 June 2027
Reports to	Team Leader Family Services

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Program Support Officer position is responsible for office administration, financial administration and program support. The position is responsible for the efficient day to day administration of the Family Services Program.

It is an expectation that the incumbent will be confident to work autonomously, communicate effectively with all stakeholders, and that they would foster excellent working relationships at the site where they are located.

2. Scope

- **Budget:** *nil*
- **People:** *nil*

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3. Relationships

Internal

- Program management and
- Uniting staff and volunteers

External

- Clients
 - External alliance partners
 - Members of the public
 - Funding bodies
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4. Key responsibility areas

Office Administration and Program Support

- Provide a positive initial contact and assistance when receiving enquiries by telephone or face to face.
- Manage the flow of telephone calls and messages to staff in a timely way.
- Undertake routine and general administrative duties, including filing, managing correspondence, photocopying, printing, and binding
- Develop, maintain, and support office and program systems to ensure effective, efficient, and accountable administration
- Provide orientation and guidance to new program staff on office and administrative systems
- Assist with the maintenance of file registers, centralised filing systems, and archiving in line with organisational requirements
- Create and maintain client files, program packs, and registers, ensuring information is accurate and current
- Register new clients on IRIS and Family Journey (or relevant) databases and maintain data integrity across systems
- Provide administrative support to client management systems and databases and update forms to reflect changes in program data as required
- Liaise with alliance partners where required, regarding reporting requirements and client brokerage
- Provide orientation of program specific systems to program staff
- Manage room bookings for training, reflective practice, and meetings within the program as required
- Create and maintain rosters, MS Outlook calendars, and appointment schedules as required
- Coordinate after-hours and recall systems in collaboration with rostered supervisors as required
- Undertake other administrative duties as required to support program operations

Finance

- Handle invoices and liaise with the Uniting Finance Department to ensure timely processing and resolution of queries
- Prepare end-of-month financial and reconciliation reports in line with organisational requirements
- Ensure client brokerage records are accurate, up to date, and regularly reconciled
- Support the preparation of financial acquittals, including collation of expenditure data and supporting documentation

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- Assist with program-level financial reporting to support funding, contract, and accountability requirements

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Person specification

Qualifications

- Certificate in Business Administration or relevant experience

Experience

- Demonstrated experience in administrative roles (essential)
- Experience in a human services organisation (desirable)
- Demonstrated ability to set priorities, meet deadlines, and work with minimal supervision and under pressure
- Ability to problem solve and effectively manage feedback

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Excellent organisational skills and with strong attention to detail and accuracy
- High level of attention to detail and accuracy
- Well-developed numeracy skills
- Ability to work as a cooperative and collaborative team member
- Excellent interpersonal and communication skills across a broad range of stakeholders
- Knowledge of Client Management Systems / Databases or the ability to quickly develop competency in use of such systems
- Experience in handling sensitive information and maintaining privacy

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- High level computer literacy skills including demonstrated experience in Microsoft Office
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6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: