

Administration and Facilities Coordinator Position Description

Position Title:	Administration and Facilities Coordinator
Reporting to:	Chief Executive Officer
Direct Reports:	Cooks and cleaners
Department:	Corporate Services
Classification:	The position is paid under the Social, Community, Home Care and Disability Services (SCHADS) Award, Social and Community Services classification, Level 5.
Status:	0.8FTE contract until 30 June 2027 with possibility of extension
Location:	Northern suburbs
Probation:	Six months
Key Relationships:	Internal: Line manager, Corporate Services, service delivery managers and staff External: Contractors, tradespeople, partner organisations, donors
Role Purpose	<p>The Administration and Facilities Coordinator Position is responsible for supporting the day-to-day administration of Corporate Services and coordinating the maintenance and upkeep of GSI sites and resources, ensuring welcoming and safe operations for staff and the families we support.</p> <p>Working with the Management team and with a high degree of autonomy, the Coordinator is responsible for office administration, facilities management across multiple locations, contractor and service provider relationships, material aid and donations and fleet management. The Coordinator supervises cooks, cleaners, and volunteers ensuring they are supported to undertake their roles effectively and efficiently.</p>

Organisational Context

The Good Samaritan Inn (GSI) has been delivering a specialist response to victim survivors of family violence and homelessness, since 1996.

GSI provides crisis and short-term accommodation, and specialist supports to women, non-binary, and gender diverse people, including children and young people who have experienced family violence and homelessness. GSI delivers person-centred, feminist and trauma informed services and programs that address immediate needs. Victim survivors are

provided with a range of supportive, therapeutic, and psycho-educational programs with a strong focus on recovery and healing.

GSI also provides outreach support to victim-survivors living in the community, ensuring safety, connection, and engagement with local and specialist services. Through an innovative coaching and employment program, GSI builds skills and capacity, empowering individuals to achieve economic independence and rebuild their sense of self and future.

Our Mission

To provide support and advocacy for women and children who have experienced family violence and homelessness.

Our Vision is to ensure:

Our **clients** are safe and empowered to take control of their lives.

Our **people** are valued, skilled and engaged, and reflect the diversity of our community.

Our **organisation** increases its influence and impacts positive change in the lives of victim survivors of family violence.

Our **organisation** is financially sustainable, and resources are managed in line with our values and mission.

Our Values:

Compassion

We provide practical and emotional support and offer therapeutic programs to women and children to assist their recovery from the trauma that they may have experienced due to family violence and homelessness.

Community

We recognise the community context in which our work takes place.

We collaborate through partnerships with women, community organisations and government.

We recognise and encourage the communities of support women establish with one another through their shared experiences.

Hospitality

We welcome women and children as guests to our services.

Hope

We meet women and children with hope and the belief that they can live free from violence and have control and agency over their life choices.

Inclusivity

We are committed to providing an inclusive service to all and identify our support to the following communities:

- Aboriginal and Torres Strait Islanders
- Lesbian, Gay, Bisexual, Transgender, Intersex, Queer/Questioning and Asexual (LGBTIQA+) people
- Culturally and linguistically diverse people
- People with disabilities

Respect

We respect and honour each person's lived experiences, choices, and diversity.

Key Accountabilities

Function Area	Core Responsibilities
Administration	<ul style="list-style-type: none"> • Manage corporate services administration including: <ul style="list-style-type: none"> ○ Vehicle scheduling, servicing bookings, records, and logistics documentation ○ Overseeing mail collection, distribution, and secure handling in line with organisational procedures ○ Monitoring and in collaboration with the management team, coordinate mailing lists, website updates and social media • Use operational systems and tools effectively and contribute to their ongoing improvement • Identify operational issues, propose solutions, and contribute to continuous improvement initiatives • Prepare concise operational updates and reports to support monitoring and improvement • Provide project and operational support to internal teams to ensure smooth day-to-day functioning • Support the coordination of events and celebrations including venue booking, catering and invitations and relevant supporting activities
Facilities and Contract Management	<ul style="list-style-type: none"> • Provide a planned approach to maintenance of the GSI sites and resources and develop and maintain repairs and maintenance process and schedules • Plan and manage improvements to facilities, in conjunction with the management team and direct service staff • Contribute to the planning, establishment and fit out of new sites • Coordinate the lease for the corporate services office • Coordinate and oversee the daily and weekly meals, cleaning and volunteer activities at GSI sites • Maintain registers for: <ul style="list-style-type: none"> ○ Equipment and resources, including laptops, phones, keys and fobs ○ Contractors including their compliance with legal requirements ○ Regular maintenance and safety checks ○ OHS and Incidents ○ Donations ○ Fire Safety • In conjunction with the Finance Manager oversee and report monthly on facilities and maintenance budgets.
Staff and Volunteer Management	<ul style="list-style-type: none"> • Roster and supervise housekeeping staff, including: Cooks, Cleaners, Agency Cleaning • Supervision of tasks and responsibilities of direct reports, including OH&S requirements • Supervision and oversight of cleaning duties, storage, equipment, OH&S • Support volunteers in their work at GSI and ensure that necessary checks have been undertaken and parameters of responsibilities are clear

Function Area	Core Responsibilities
Compliance and Program Development	<ul style="list-style-type: none"> • Support the management team to strengthen legislative compliance (including but not limited to Child Safety Standards, Human Services Standards, Privacy and Data Protection) • Sound understanding of and adherence to Good Samaritan Inn Policies and Procedures • Ensure volunteer and supplier compliance with legislation, health, and safety regulations, including: <ul style="list-style-type: none"> ○ Police Check ○ Working with Children Check ○ Complete a non-disclosure declaration, ○ OHS requirements including food and manual handling. • Identify, manage, and evaluate risks involving volunteers/contractors and external visitors in-line with legislation, the risk register and overarching risk management frameworks. • Contribute knowledge in establishing new work-related tasks and procedures • Contribute to organisational continuous improvement processes
Teamwork and Culture	<ul style="list-style-type: none"> • Liaise with team members to prioritise tasks • Communicate effectively and accurately with others about work matters and document relevant information according to policies and procedures • Role model respectful and professional behaviour always in line with Good Samaritan Inn values
Other Duties	<ul style="list-style-type: none"> • Perform other duties, consistent with the broad spectrum of the position, as required and directed by the Chief Executive Officer or managers • Abide by Good Samaritan Inn’s Code of Conduct

Key Position Capabilities

- Completion of a degree qualification in a relevant field; or an equivalent combination of experience and/or education and/or training.
- Well-developed administrative and organisational skills including the ability to manage conflicting priorities and make independent and informed judgement on a range of matters
- Well-developed oral and written communication skills, including the ability to produce quality reports and correspondence.
- Demonstrated ability to work co-operatively with team members, to share information and ideas and to collaborate in achieving outcomes.
- Effective interpersonal skills and capacity to liaise with a wide range of internal and external stakeholders. Including, Experience in sourcing, selecting and managing external contractors, service providers, or suppliers.
- Experience in administrative duties, such as developing and maintaining efficient processes, systems, registers and databases.
- Experience as a supervisor or manager, ideally across different physical sites.

Required Knowledge and Skill

- Systems-thinking mindset, with the ability to recognise patterns, improve workflows, and support the development of more efficient operational systems.
- Understanding of safe work practices and maintaining accurate records.
- Valid Victorian driver's licence.

Personal Attributes and Values

- A strong commitment to the ethos and values of the Good Samaritan Inn.
- Strong organisational and time-management skills, with the ability to manage competing operational priorities.
- Proven ability to work autonomously, exercise sound judgement, and take responsibility for outcomes.
- Well-developed communication and interpersonal skills.
- An awareness of and commitment to confidentiality.
- A commitment to working with people from Aboriginal and Torres Strait Islander, culturally and linguistically diverse, LGBTIQA+ communities.

Selection Criteria – Desirable

- Experience in the community, housing, homelessness, or family violence sectors.
- Knowledge of maintenance or facilities-related systems.
- Experience coordinating material aid or community donations.
- Existing networks within Melbourne's community sector
- OH&S training or knowledge.

Employment Screening

Good Samaritan Inn conducts safety screening practices for all staff. Safety screening requirements must be met by the preferred applicant prior to employment and kept current throughout the period of employment. This includes:

- Nationally Coordinated Criminal History Check
- An international Criminal History Check for those who have lived or worked outside of Australia for longer than 12 months in the last ten years.
- Working with Children Check (WWCC)

Additional Information

Good Samaritan Inn is a child safe organisation that takes action to promote child wellbeing and prevents harm to children and young people. We ensure our staff and volunteers are responsible for child safety across all areas of our organisation and work. We acknowledge and respect the cultural safety and unique identities of Aboriginal and Torres Strait Islander children from diverse backgrounds.

Good Samaritan Inn respects, values and celebrates the diversity of its workforce. We have a commitment to providing a safe, equitable and inclusive workplace.

Applications from Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, people from LGBTIQA+ communities and people with disabilities are encouraged to apply.

Good Samaritan Inn has an Equal Opportunity Exemption Act 2010; H96/2025 and applications for this role are open to women, trans and gender diverse people only.