

POSITION DESCRIPTION

Position Title	Administration and Program Support Officer
Reports to	Line Managers
Location	165-169 Brunswick Street, Fitzroy, 3065
Direct Reports	NIL
Award & Classification	SCHADS Award Level 3 Part-time (0.8 FTE)

Our Mission Inspired by the spirit of the Daughters of Charity, and underpinned by the Principles of Catholic Social Teaching, St Mary's House of Welcome seeks to further social justice by standing with people who are disadvantaged offering support, solutions, and hope.

Our Purpose In the heart of Fitzroy, we stand with Melbourne's most vulnerable - listening deeply, welcoming with dignity, and creating connections that transform lives

Our Values

Respect We treat each person as a unique creation of God

Welcoming We accept all without judgement, acknowledge and celebrate their dignity and worth

Relationships We build trust through the integrity of our relationships with service users and stakeholders

Hopefulness We support service users positively and assist them to realise the potential in their lives

Responsiveness We take purposeful action and evaluate what we do in pursuit of positive outcomes

POSITION PURPOSE

The Administration and Program Support Officer plays a key role in supporting the effective operation of St Mary's House of Welcome by providing administrative and operational support across community engagement programs, volunteering program and the organisation.

Working collaboratively with staff, volunteers, contractors, and community stakeholders, the role supports the smooth day-to-day delivery of programs, general administrative functions, and operational processes, enabling the organisation to deliver positive outcomes for the community.

To be successful in this role you will need to be highly self-motivated, professional, and capable of demonstrating flexibility with core responsibilities in a community services environment.

SPECIFIC ACCOUNTABILITIES

Include but are not limited to:

Administration

- Coordinate agendas and minutes for staff meetings.
- Create staff identification cards, maintain the key register, and coordinate the ordering of supplies.

- Creating ID tags for new staff, managing key registers and ordering supplies
- Provide support for general office enquiries, including basic troubleshooting of office equipment such as printers.
- Responsible for managing and ordering essential office supplies
- Coordinate maintenance contractors, facilitate on-site access, and maintain positive contractor relationships.
- Receive, sort, and distribute incoming mail, parcels, and deliveries.
- Undertake additional administrative duties and projects as directed.

Program Support

- Assist with the preparation, setup, and movement of materials and equipment to support scheduled program delivery.
- Liaise with program facilitators, including Community Support Workers and contracted providers, to collect participant evaluations and facilitator feedback.
- Collate, record, and maintain program data and feedback within designated systems, including CRM platforms and Microsoft Excel.
- Responsible for reporting urgent concerns, issues and incidents to Program Manager
- Ensure service users privacy and confidentiality are maintained in accordance with relevant legislation and St Mary's House of Welcome's Privacy Policy.
- Maintain and update program information, promotional materials, and internal communications.
- Provide operational support and ad hoc program supervision as required.

Volunteering Program Support

- Support the Volunteer Manager with volunteer recruitment and onboarding activities, including coordinating interviews, monitoring compliance requirements, and maintaining volunteer records and availability.
- Maintain accurate volunteer databases, master lists, and associated records.
- Assist with volunteer engagement initiatives, including annual feedback processes and retention strategies.
- Welcome volunteers and visitors, facilitate sign-in procedures, and deliver site safety inductions as required.
- Report urgent concerns, issues, and incidents to the Volunteer Manager promptly.

KEY SELECTION CRITERIA

Essential	Desirable
• A tertiary qualification in health, business, project management, or a related field • Advanced MS Office skills with good all-round computer skills and ability to become familiar with other software such as Salesforce • Police Check and Working with Children's Check	• Experience in Mental Health, Homelessness and/or the wider Community Sector desirable • Experience in faith-based or values-driven organisations. • Current drivers' licence

NOTES

- The Organisation may require you to undertake additional responsibilities or work in other areas to those outlined in this position description subject to business requirements and your skills and competencies.
- A statutory requirement of every role requires that you ensure awareness and compliance with all relevant legislation that impact your work area, such as Work, Health & Safety.
- You must ensure that:
 - all activities are conducted in accordance with relevant Company policies, procedures and practices;
 - uphold ethical standards and values and act with honesty, integrity, and good faith at all times;
 - ensure that you act in ways that advance the organisation's objectives, values, and reputation.